

BUSINESS-MANAGEMENT (BMGT)

BMGT 1410 Public Utility Management (3 Credits)

Introduces areas of natural gas, electric, drinking water and wastewater management including organization, planning, public relations, customer service, finances, environmental health and safety, security, operations and maintenance, human resources, information system and services, legal issues, support services, competition, continual improvement management and crisis communication.

Previous: Legacy Equivalent(s): BMG* 110

BMGT 2020 Principles of Management (3 Credits)

This course integrates the management principles with the development of leadership and teamwork. Topics include the major functions of management: planning, organizing, controlling and leading as well as techniques for implementing these functions.

Prerequisites: ENG 1010 with a grade of C- or higher

General Education: Global Knowledge (GLKY)

Elective Code(s): Business Elective (BUS)

Previous: Legacy Equivalent(s): BMG* 202

BMGT 2040 Managerial Communications (3 Credits)

This is a practical course in oral and written managerial communication skills, covering the writing of letters, memos and reports, editing techniques, and the preparation of resumes and cover letters.

Prerequisites: ENG 1010 with a grade of C- or higher

Elective Code(s): Business Elective (BUS)

Previous: Legacy Equivalent(s): BMG* 204

BMGT 2100 Organizational Behavior (3 Credits)

The study of individuals and groups processes in organizational context, organizational structure and design, organizational culture and management of organizational change. Topics include motivation, learning, group dynamics, communication, decision making, leadership, conflict, power, political behavior and organizational change and culture. Orientation is toward the development of personal effectiveness in dealing with others.

Prerequisites: ENG 1010 with a grade of C- or higher

Elective Code(s): Business Elective (BUS)

Previous: Legacy Equivalent(s): BMG* 210

BMGT 2200 Human Resource Management (3 Credits)

HR management can be defined as the effective use of human capital in an organization through the management of people-related activities. It involves leadership, values, employment planning, recruiting and selecting employees, training and compensating them, and evaluating their performance. It also significantly influences the corporate culture and norms. The general purpose of this course is to familiarize students with the basic principles and techniques of human resource management. The course takes a practical view that integrates the contributions of the behavioral sciences with the technical aspects of implementing the HR function in the real world. A key objective of this course is to show that HR management is more than just accepting employment applications and keeping records; it is a central and strategic organizational activity of increasing complexity and importance.

Prerequisites: ENG 1010, BMGT 2020

Elective Code(s): Business Elective (BUS)

Previous: Legacy Equivalent(s): BMG* 220

BMGT 2260 Negotiation (3 Credits)

An in-depth examination of the nature and importance of negotiation concepts and principles as applied to organizational effectiveness. Competent negotiation skills are required to meet organizational challenges in a rapidly changing, globally competitive world. Negotiations fundamentals, sub-processes, contexts, and remedies are emphasized in light of modern theories and applications.

Prerequisites: BMGT 2020

Elective Code(s): Business Elective (BUS)

Previous: Legacy Equivalent(s): BMG* 226

BMGT 2416 Rates and Revenues (3 Credits)

This course covers the legal basis, principles, and concepts of public utility regulation and provides an overview to students who are relatively new to the regulatory policy arena, including utility personnel and analysts. Determination of revenue, utility business models, and the ratemaking process are included.

Prerequisites: Completion of ENG 1010 with C- or higher

Previous: Legacy Equivalent(s): BMG* 216

BMGT 2419 Asset and Infrastructure Management (3 Credits)

Covers basic information, problems and solutions associated with infrastructure and asset management. Topics include evaluation, preservation, and rehabilitation of existing infrastructures, repair materials, strategies, risk, fiscal and management concerns. Comprehensive knowledge of the fundamental processes and techniques required to establish an effective infrastructure management program will be provided. Systematic and risk-based processes for making decisions concerning the management and renewal of the utilities physical assets including infrastructure, fixed plant and mobile equipment.

Prerequisites: Completion of ENG 1010 with C- or higher

Previous: Legacy Equivalent(s): BMG* 219

BMGT 2421 Customer Relations (3 Credits)

This course introduces students to the fundamentals of developing best practices for internal customer service and the impact on external customer service. The concept that outstanding external customer service begins with exceptional internal customer service will be explained. Students will explore the basic elements of setting internal expectations for service delivery, hand-offs within the customer supply chain, and the five Ws of a hand-off (who, what, when, where, and why).

Prerequisites: Completion of ENG 1010 with C- or higher

Previous: Legacy Equivalent(s): BMG* 221