

BUSINESS LEADERSHIP (BLDR)

BLDR-105 Customer Service

3 Credits

Lecture: 3 hours per week

Offering: Fall and Spring Only, All Years

This course will give participants the foundations for the skills and knowledge necessary to work effectively with customers. Covered topics are customer behavior, use of technology, diversity in customers, managing stress and time, ways to encourage customer loyalty, and how to communicate effectively with customers.

BLDR-110 Supervisory Management

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course provides participants with an understanding of the management functions supervisors must perform at work. Participants will receive the knowledge and skills they will need to help their organization meet today's challenges and create value for their employees.

BLDR-120 Financial Business Applications

3 Credits

Lecture: 3 hours per week

Offering: Fall and Spring Only, All Years

This course will lead to the development of effective financial business concepts with emphasis on 10-key computations, banking concepts, payroll, retail computation, and time value of money.

Prerequisites: MATH-015 or an appropriate score on a placement test.

BLDR-122 Leadership

3 Credits

Lecture: 3 hours per week

Offering: Fall and Spring Only, All Years

This course will give students the skills and tools necessary to begin or enhance his or her role as an effective leader. Students will learn how to motivate staff, implement mission and core values, demonstrate ethical behavior, identify personal leadership style and examine ways to manage change. Students will also learn how to facilitate employee development, coach others and deal with conflict.

BLDR-132 Employee Benefits Compensation

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course focuses on the various components that make up a total employee compensation package. Base pay, merit pay, and variable pay programs are covered. Students examine benefits including government regulation, group welfare plans, pension plans, and flexible benefit plans. Students will also explore the impact of current trends.

BLDR-222 Project Management

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course is an overview of project management and focuses on developing project management skills. These skills will help students in their everyday lives as they work with people on projects in their organization.