

Business Management

The business management degree programs offer a wide variety of options. These choices have evolved as a result of ongoing analyses of and attention to student, employer, and local community needs. The degree now includes five different options or "areas of concentration."

Management is a universal concept which is essential for all organizations, large and small, whether they be for-profit, not-for-profit, or governmental. The Northeastern Ohio area has a continuing demand for trained supervisors, middle managers, administrative assistants, and entrepreneurs, who understand how to plan, organize, direct, communicate, and control business operations. A degree or certificate in management will prepare a student to assume a leadership role within any organization.

A number of courses are common to all Lakeland management degrees. Beyond those basic requirements, students may choose to concentrate either on the broad, generalized field of management, or on management within a number of narrower areas.

Areas of concentration include:

- Business Information Management
- Entrepreneurship
- General Management
- Human Resources Management
- Marketing

Certificates are also available.

Business Management Certificates

Lakeland offers ten business management and marketing certificates. All credits earned toward a certificate can also be applied toward an associate degree in business. These certificates provide evidence that a student has completed a focused curriculum program in the specialty area designated by the certificate.

Earning a certificate is often a short-range goal for students planning to pursue a business degree. In addition, students who already have a baccalaureate degree in a non-business field may apply certificates as academic credentials for employment or promotion purposes.

Certificates include:

- Business Information Management
- Business Management
- E-Business
- Entrepreneurship
- Human Resources Management
- Leadership
- Marketing
- Office Communications
- Ohio Real Estate Broker
- Ohio Real Estate Salesperson

Gainful Employment	Program Name	Program Type	Area of Study
	Associate of Arts Degree in Business (9010) , AA (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9010/)	Degree	GNST
	Business Information Management Concentration (9222) , AAB (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9222/)	Degree	BUSM
	Entrepreneurship Concentration (9215) , AAB (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9215/)	Degree	BUSM
	General Management Concentration (9224) , AAB (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9224/)	Degree	BUSM
	Human Resources Management Concentration (9225) , AAB (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9225/)	Degree	BUSM

Marketing Concentration (9227) , AAB (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9227/)	Degree	BUSM
Culinary Arts Technology (9730) , ATS (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/9730/)	Degree	BUSM
Business Information Management Certificate (2221) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2221/)	Certificate	BUSM
Business Management Certificate (2201) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2201/)	Certificate	BUSM
E-Business Certificate (2202) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2202/)	Certificate	BUSM
Entrepreneurship Certificate (2291) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2291/)	Certificate	BUSM
Human Resources Management Certificate (2251) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2251/)	Certificate	BUSM
Leadership Certificate (2262) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2262/)	Certificate	BUSM
Marketing Certificate (2271) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2271/)	Certificate	BUSM
Office Communications Certificate (2610) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2610/)	Certificate	BUSM
Ohio Real Estate Broker Certificate (2280) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2280/)	Certificate	BUSM
Ohio Real Estate Salesperson Certificate (2072) (https://catalog.lakelandcc.edu/degree-certificate-programs/busm/2072/)	Certificate	BUSM

BUSM 1300 Introduction to Business

3 Credits

This course provides an overview of business throughout the world, focusing on the historical development of American business from the early years to the present. It includes major business functions: management, marketing, manufacturing, distribution, financial operations, and human resource management. It also focuses on business ethics, in theory and practice, in today's highly competitive business environment.

(3 contact hours)

BUSM 1330 Business Ethics

3 Credits

This course introduces students to the relevance and importance of ethics in business. It examines ethical considerations and dilemmas facing corporations, managers, and employees and develops ethical decision-making skills with a stakeholder focus. Students will become familiar with business ethics views and theories, corporate social responsibility policies and practices, and the application of sustainability to business decisions.

(3 contact hours)

BUSM 1400 Professional Personal Selling

(CTAG) 3 Credits

Prerequisite: BUSM 1300 or permission of instructor.

This course is a review of the attributes and behaviors that lead to success in personal selling. It includes the fundamentals of consultative professional selling, including customer and relationship focus, understanding behavioral style, personal development and communications levels, product information, stages of the sales process, presentations, selling services, and managing the sales force. These concepts are appropriate for tangibles, intangibles, and store and field selling. The course includes the use of role playing.

(3 contact hours)

BUSM 1500 International Business in a Global Environment

3 Credits

Prerequisite: BUSM 1300 or permission of instructor.

Focusing on the global environment, this course provides students with a fundamental understanding of all major areas of international business. General content areas include international management, finance, economics, marketing, law, operation, import/export sociocultural forces, and strategic planning. Additionally, topical presentations include analysis and discussions of current issues, ethics, international development, and foreign and economic policies as they affect U.S. businesses in the global environment.

(3 contact hours)

BUSM 1620 Introduction to Entrepreneurship

(CTAG) 3 Credits

This course explores entrepreneurial opportunities and investigates the various considerations and skills necessary in establishing a small business. Students will learn about the process for conceiving, launching, and developing a business in a competitive market. Topics pertaining to the small business include competitive strategies, ethics, legal issues, financing options, marketing, and the role of the business plan.

(3 contact hours)

BUSM 1640 Entrepreneurial Management**3 Credits***Prerequisite: BUSM 1620.*

This course explores the entrepreneur's role in the management of a small business. Topics include marketing and promotion, product and supply chain management, human resources management, operations management, and assets management. Students will also address and analyze risk assessment, global opportunities, and current small business topics.

(3 contact hours)

BUSM 1700 Principles of E-Business**3 Credits***Prerequisite: BUSM 1300.*

This course provides an overview of electronic commerce principles focusing on the management and marketing strategies that make electronic commerce business successful. It includes the business and profit models of e-commerce along with other e-commerce principles including: justification for e-commerce, increasing web-site traffic, legal issues such as payment, taxation, security, and privacy and international e-commerce.

(3 contact hours)

BUSM 1800 Essentials of Management and Supervision**3 Credits**

This specialized course includes the study of the skills of planning, organizing, leading, and controlling the operation of organizations through effective communication, human resource practices, problem solving, and decision making. Supervisory and managerial techniques apply to all formal organizations, including for profit and not for profit, private and public, and manufacturing and service. This course for non-majors focuses on supervisory and mid-management skills and includes key concepts from other courses, namely Principles of Management, Organizational Behavior, Human Resource Management, and others which are taken by management majors. Because of the similarities in course content, students required to take BUSM 2000 Principles of Management will not receive credit for BUSM 1800.

(3 contact hours)

BUSM 2000 Principles of Management**(TAG) 3 Credits***Prerequisite: BUSM 1300 or permission of department chair.*

This advanced course is an in-depth study of the classic management functions of planning, organizing, leading and controlling. It supplies techniques for carrying out each of these functions. Students will participate in extended discussion and practice decision-making and problem-solving techniques.

(3 contact hours)

BUSM 2100 Business Law I**(TAG) 3 Credits**

This course provides students with a fundamental understanding of important business law concepts. Content areas include the legal environment and judicial system, the nature and sources of law, administrative law, legal procedures, business torts, property in the business environment, criminal law, employment relationship and equal employment, business ethics and social responsibility in the global environment, contract law, agency, partnerships and corporations, sole proprietorships and franchises, and securities regulation. The course emphasizes practical application of the law where appropriate. This course is cross-listed as BUSM 2100 Business Law I and PARL 2199 Business Law I. Students who have taken the course under the alternative course ID should not take this course.

(3 contact hours)

BUSM 2150 Business Law II**3 Credits***Prerequisite: BUSM 2100 or permission of instructor.*

This course provides students with substantive areas of law not presented in BUSM 2100 Business Law I. Primary content areas focus on Articles 2 of the Uniform Commercial Code, including sales and lease contracts, negotiable instruments, debtor-creditor relationships and bankruptcy. In addition it includes government regulation such as antitrust, consumer and employment law as well as personal and real property, insurance, wills, and trusts. Topical presentations include analysis and discussion of current issues, ethics, and statutory and case law. The course emphasizes practical application of the law where appropriate.

(3 contact hours)

BUSM 2250 Leadership Development**3 Credits**

The central focus of this specialized course is the development of leaders and leadership skills. It provides a basic understanding of leadership, theories of group dynamics, and the moral and ethical responsibilities of leadership. It also assists students in developing their own style of leadership.

(3 contact hours)

BUSM 2300 Human Resource Management**3 Credits***Prerequisite: BUSM 1300.*

This course introduces students to human resources (HR) functions, including recruitment and selection, training and development, compensation and benefits, and labor relations. It also provides an analysis of HR functions geared to help improve the effectiveness of HR professionals and operating managers. Within the context of a strategic environment, the course integrates current trends and related legislation.

(3 contact hours)

BUSM 2330 Employment Practices**3 Credits***Prerequisite: BUSM 2300 or permission of instructor.*

This course offers specialized study in employment practices and methods. Students will develop technical skills in the areas of job analysis, recruitment, interviewing, and selection through experiential exercises and cases while applying related legislation and current issues. Students will apply relevant employment techniques to potential "real-life" situations to develop human resources management (HRM) skills for the future manager or human resources professional.

(3 contact hours)

BUSM 2350 Labor-Management Relations**3 Credits***Prerequisite: BUSM 2300 or permission of instructor.*

This advanced course focuses on the history and evolution of U.S. labor-management relations. It includes the basic functional areas of labor relations and collective bargaining; key legislation affecting labor relations; and negotiation techniques and strategies. Students will practice the negotiation of a new contract through the use of role-playing techniques.

(3 contact hours)

BUSM 2370 Compensation and Benefits**3 Credits***Prerequisite: BUSM 2300 or permission of instructor.*

This course offers specialized study and skill development in compensation and benefits management through "hands-on" experiences with salary surveys, job evaluation, salary administration, competitive cost-effective medical plan strategies, and retirement plan design and administration. Useful for the human resources student, future manager, or human resources professional the course integrates related legislation and current practices. Group benefits studies include life, medical, dental vision, short and long-term disability, paid time off, and current trends. Retirement benefits studies include defined benefit plans and defined contribution plans, including 401(k) plans.

(3 contact hours)

BUSM 2380 Training Skills and Techniques**3 Credits**

This specialized course for employees and supervisors offers practical introduction of all aspects of training. It includes vocabulary, adult learning principles, organizational needs analyses, learning objectives, various group and individual training approaches, assessment techniques, lesson design skills, and structure and implementation of training. The course covers an overview of the training field, use of multi-media and training facilities design. Students will develop and present formal training sessions.

(3 contact hours)

BUSM 2400 Business Communication**(TAG) 3 Credits***Prerequisite: ENGL 1110 or ENGL 1111.*

This course provides students with a fundamental understanding of important oral and written skills in the business environment. This course includes practical application of oral and written communication skills in a simulated business setting. Students will develop and enhance their skills in researching, planning, writing, editing, and presenting a diversity of business communication. Additionally, emphasis on the process of writing, tone and style, and business correspondence utilizing a diversity of formats will be a major part of this course. Development and improvement of oral and employment communication, including resumes, job interview techniques, and business presentation style, is a component of this course.

(3 contact hours)

BUSM 2500 Principles of Marketing**(TAG) 3 Credits***Prerequisite: BUSM 1300, ECON 2600 (can be taken concurrently).*

This course covers activities, analysis, strategies, and decision making in the context of the environment of marketing and other business functions. Topics include: integration of product, price, promotion, and distribution activities; research and analysis of markets, environments, competition, and customers; market segmentation and selection of target markets; and emphasis on behavior and perspectives of consumer and organizational customers. The course also covers planning and decision making for products and services in profit and nonprofit, domestic and global settings.

(3 contact hours)

BUSM 2520 Marketing of Services**3 Credits***Prerequisite: BUSM 2500 or permission of instructor.*

This specialized course focuses on the fundamental differences inherent in marketing and leadership in service enterprises and departments, both for profit and not-for-profit. The course places emphasis on strategic planning needed for competitive advantage. Content includes exemplary service enterprises, managing service quality perception, the service process, leadership essentials in services, internal marketing, marketing communications, service marketing planning, and audits. Students have the option of developing materials for their enterprises.

(3 contact hours)

BUSM 2530 Advertising**(TAG) 3 Credits***Prerequisite: BUSM 2500.*

This specialized course focuses on advertising as a strategic element in the marketing of goods, services and ideas. Using research-based criteria, students will develop the ability to recognize outstanding advertising and to prepare an advertising campaign plan. Course content includes integrated marketing communications, media selection, creating advertisements, effectiveness, copy writing, headline writing, direct marketing, local advertising, publicity, sales promotion, and organizational structure.
(3 contact hours)

BUSM 2550 Direct and Internet Marketing**3 Credits***Prerequisite: BUSM 2500 or permission of instructor.*

This specialized course focuses on the fundamentals of the rapidly expanding area of integrated direct marketing, which combines marketing communications, database marketing, Internet marketing, and distribution. Course content includes targeting, lists, databases, direct mail, Internet, telemarketing, direct response mass media, offers, creating advertisements, fulfillment, and testing and measuring effectiveness.
(3 contact hours)

BUSM 2570 Principles of Supply Chain Management**3 Credits***Prerequisite: BUSM 1300.*

This course provides students with an overview of the key concepts, processes, and methodologies of supply chain management. The course will explore the impact the supply chain has on business and the economy. Students will gain knowledge of the planning and management of all activities surrounding sourcing, procurement, and conversion of resources as well as logistics management activities. Students will explore the coordination and collaboration with channel partners who include suppliers, intermediaries, third party service providers, and customers, while keeping focused on the supply chain's role in the firm's ability to add customer value.
(3 contact hours)

BUSM 2650 New Venture Creation**3 Credits***Prerequisite: BUSM 1640, FINN 1300 (can be taken concurrently).*

This course builds on the introduction to entrepreneurship and entrepreneurial management courses. It provides students an opportunity to observe small businesses, analyze small business successes and failures, and then prepare and present a complete business plan for a new venture.
(3 contact hours)

BUSM 2700 Management Philosophy and Practice**3 Credits***Prerequisite: BUSM 2000, BUSM 2400, 45 semester credits including 15 credits in BUSM courses.*

This capstone course for management majors is designed to help students synthesize their knowledge and experience from previous Lakeland business management courses with real-world work experiences. This course prepares students with additional skills and a clear approach to the way they will manage in the future through readings and discussion of current periodicals, Lakeland's annual Management Lecture Series (which is part of the course), case studies, and formal project presentations.
(3 contact hours)

BUSM 2800 Business Co-op Experience**1-4 Credits***Prerequisite: BUSM 1300, completion of at least 12 other credits, concurrent enrollment in at least one other course, minimum 2.5 GPA, approval of experiential education coordinator.*

In this specialized cooperative course, students gain real life work experience and earn wages under the guidance of a faculty member and company supervisor. Currently employed students may qualify at their existing job; others may apply for employment from a list of local organizations offering cooperative work positions. College level co-op work experience requires developing new program-related skills, not simply performing tasks for which the student is already qualified. Under state guidelines, students may register for 1 credit for each unit of 180 hours of employment during the semester. Students may repeat this course until they accumulate 9 credits. NOTE: Students may apply a maximum of 9 credits in cooperative work experience, or in any combination of cooperative work experience, field experience, and/or practicum to an associate degree program.

BUSM 2900 Special Topics in Business**1-3 Credits***Prerequisite: BUSM 1300.*

These specialized courses provide in-depth examination of business-related topics not covered in detail elsewhere in the curriculum.
(1-3 contact hours)