EASTERN
CONNECTICUT STATE UNIVERSITY

MASTER OF SCIENCE IN
MANAGEMENT

The online Master of Science in Management from Eastern Connecticut State University (Eastern) follows a fully remote model. Each course is three (3) credits and seven (7) weeks long. The program can be completed in as quick as one (1) year.

Program Overview

With an intensive curriculum, you will learn management processes and structures that are central to all workplaces. Cultivate a deep understanding of organizational management, leadership and strategy with topics such as organizational design, leading change, talent management, conflict and negotiation, design thinking, and strategic management. The curriculum is designed to teach you how to:

- Analyze and evaluate complex ideas and information to form well-reasoned beliefs, judgments, and conclusions to support leadership and strategic decisions in organizations.

- Identify and utilize the most appropriate means to address organizational stakeholders with the aim of effectively informing, leading, and persuading.

- Evaluate appropriate models, tools, and approaches to support evidence-based leadership and strategic decision-making in organizations.

- Recognize ethical issues, identify your own ethical positions, and analyze other ethical perspectives to consider the impact of leadership and strategic organizational decisions and actions on other individuals, society, and the environment.

You may also select a concentration in healthcare management that is designed for professionals working in a range of healthcare organizations.

Who Should Apply?

This 100% online degree program is designed for working professionals at all levels of their careers who are seeking to develop or enhance their management skills. The program focuses on management processes and structures that are central to all workplaces and is appropriate for professionals from all industries and sectors. Enhance your skills and ability to deal with the dynamics of complex organizations.

| **$750 per credit hour** | **Finish in as few as 12 months** | **Flexible application deadlines** | **30 credits to complete** |

You must enroll with full-time status with no breaks in attendance to complete this program in 12 months. Full-time status may vary based on the program and term. This timeline may vary depending on your individual circumstances and course availability. For more information about this opportunity, please contact a Student Success representative.

Faster Than Average Projected Job Growth

With the overall employment in management occupations projected to grow faster than the average for all occupations through 2032, there could be significant opportunities for graduates to utilize their M.S. in Management. Between growth and replacement of professionals leaving their positions, an estimated 1.1 million positions open annually. Of these, the median annual wage as of May 2023 was $116,880.

Source: Source: U.S. Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Management Occupations, at https://www.bls.gov/ooh/management/home.htm (accessed July 2, 2024).

National long-term projections may not reflect local and/or short-term economic or job conditions, and do not guarantee actual job growth. Degree program options do not guarantee career or salary outcomes. Students should conduct independent research for specific employment information.

Program Coordinator

DR. SUKESHINI GRANDHI

Professor, Department of Business Administration

Dr. Grandhi is a professor in the Department of Business Administration. Her research interests combine, design thinking, user experience (UX) and consumer behavior to gain an understanding of how people use products and services and the associated cognitive, social, and behavioral processes.

User groups she has studied to date include cell phone users, social media users, online daters, office workers, and healthcare consumers. Dr. Grandhi uses mixed research methods (qualitative and quantitative) and adopts an interdisciplinary approach to her research by drawing on theories from several disciplines such as communication, social psychology, cognitive science, computer science and semiotics.

Program Faculty

DR. FATMA PAKDIL

Professor,
Business Administration

NAHYUN OH

Assistant Professor,
Business Administration

LINDA FERRARO

Lecturer,
Business Administration

DANA DOWDELL

Lecturer,
Business Administration

DR. EMILIANO C. VILLANUEVA

Chair,
Business Administration

Curriculum Overview

GRADUATE MANAGEMENT COURSES

Evidence-based Decisions   MGT 501

Learn quantitative decision-making processes and models, including linear programming, transportation, assignment, and network models, integer programming, goal programming, nonlinear programming models, decision analysis, queuing models, and simulation modeling.

Talent Management   MGT 502

Develop measurement and assessment skills relevant for talent management (including absence rates, cost per hire, human capital ROI, training investment, human capital value added, turnover rates and costs, etc.) to make evidence-based strategic talent decisions. Learn how to design effective selection and training, performance management, and employee development and succession planning practices to support the competitive talent acquisition and retention priorities of your organization.

DEI Management   MGT 503

Improve your awareness of important differences and gain the knowledge needed to be productive leaders in a more diverse workplace. This will be facilitated by discussions of prejudice, stereotypes, and approaches to acculturation and integration in organizations. You will also learn how to manage issues at work related to race, culture, gender, religion, sexual orientation, and other work-related differences. The course will examine current diversity, equity, and inclusion (DEI) best practices in organizations.

Leading Change   MGT 504

In this skills-development workshop, gain the practical personal and organizational tools to lead change in your organization. Learn how to use these tools to identify resistance to change, uncover the root causes of that resistance, and then work in collaboration with others to overcome resistance and initiate change. Since the process of leading change in an organization is a highly social, collaborative, and interactive one, this course emphasizes the team and social aspects of change through group experiential exercises to develop change management skills.

Conflict and Negotiations   MGT 505

Develop skills for diagnosing conflicts and using a problem-solving approach to solving as you learn how to overcome discomfort and lead challenging workplace conversations as well as become effective negotiators using case studies and simulations.

Organizational Design   MGT 506

Learn how to effectively examine how organizations are structured and the decisions that lead to those structures. You will use objective, analytical methods to evaluate functions, structures, processes, and organizational relationships. A holistic approach with contributions from disciplines like business history, administrative science, management, sociology, psychology, and political science will be used to learn about best practices for designing organizations that create internal and environmental fit. You will learn how to design and create policies, processes, and procedures to effectively manage organizations and their workforce.

Global Management   MGT 507

Develop an understanding of the strategic and organizational challenges that small, medium, and large organizations face when going global or retreating from global scenes, how culture shapes both organizational and individual behaviors, and how organization-specific and country-specific elements relate to competitive advantages. Learn management and leadership strategies to achieve a competitive advantage within international business environments.

Design Thinking   MGT 508

Learn the principles of design thinking to identify the needs of relevant stakeholders in question, understand their perspectives, and (re)design products/services that enhance their experience with them. Through individual assignments and projects, you will engage with the world around the stakeholders you are solving problems for, learn practical techniques to observe and detect their pain points, and transform your observations into actionable insights that create opportunities for (re)design.

Strategic Communication   MGT 509

Learn the most effective strategies in actual organizations, (why those strategies work), and the practice those skills with prevailing communications technologies. Students will be able to understand the symbiotic nature of communication relationships that exist between organizations and their internal and external stakeholders, working in alignment with the overall desired organizational goals and outcomes. Specific attention will be placed on the various communication strategies for managing conflicts and crisis situations within and outside of the organization.

Strategic Management   MGT 510

Learn how to investigate issues related to developing and implementing business strategies to create and sustain competitive advantage. Emphasis is given to developing pragmatic and action-oriented general management skills. Learn and use concepts drawn from the disciplines of accounting, economics, finance, international business, marketing, political science, and organization theory to develop a broad understanding of how and why strategic decisions are made in organizations.

Take any five (5) core Management courses and five (5) Healthcare courses to earn the M.S. in Management - Healthcare Management concentration.

HEALTHCARE MANAGEMENT CONCENTRATION

Healthcare Economics and Finance   MGT 511

Learn the intricacies of healthcare economics and finance including cost estimation, pricing and profit analysis, budgeting, financing and capital investment decisions, cash flow estimation and risk analysis, and utilization management.

Healthcare Systems and Operations   MGT 512

As you learn about healthcare operations and systems management topics, master skills such as forecasting, supply chain management, inventory management, purchasing and materials management, capacity planning, and project management.

Analytic Methods in Healthcare   MGT 513

Learn analytical methods that can be adopted in decision-making processes in the healthcare industry. Topics covered include data management, data visualization, data mining, advanced data mining, statistical inference, and regression modeling.

Healthcare Services Management   MGT 514

Gain critical knowledge in healthcare services management across topics like process analysis, simulation, safety and reliability science, scheduling, experimental design, and queuing theory.

Quality in Healthcare   MGT 515

Learn how to analyze and improve quality function in healthcare, sampling and probability, statistical quality control, problem solving tools, Lean and Six Sigma practices, and advanced quality improvement methods.

What to Expect

Requirements for Completion

Students must earn 30 credits by successfully completing 10 courses and maintain a GPA of 3.00 to remain in and graduate from the program.

Learning Online

Eastern online graduate degree programs are designed for professionals wanting to expand their career potential while earning a comprehensive education on a schedule that fits around their lives. You can expect:

- Online courses
- Active learning
- Personalized instruction
- Expert faculty
- Flexible scheduling
- Library resources

Admission Requirements

You must provide evidence of having earned a bachelor's degree with a minimum 2.7 GPA requirement. Work experience will be part of the assessment for students if their GPA is below 2.7.

- A completed application.
  - Includes a $50 non-refundable application fee.

- Résumé/CV
  - You should submit a résumé that addresses your professional history as well as your educational and career interests.

- Work experience

- Recommendations from two references.
  - Two recommendation surveys completed by individuals knowledgeable about the applicant's abilities to complete graduate work.

- Bachelor's degree from an approved/ accredited institution with a minimum GPA of 2.70.

- Official college transcript(s) for all non-Eastern colleges/universities attended.

- Personal/Philosophy statement, explaining your professional goals.
  - Personal statements can be uploaded as supplemental items in the online application system.

TOP 25
Best Public Institutions in the North

About Eastern

Eastern Connecticut State University is accredited by the New England Commission of Higher Education (NECHE). Eastern engages students from diverse backgrounds in a transformative liberal arts learning experience that provides knowledge and skills to lead enriching, purposeful lives. Eastern is ranked among the top 25 public institutions in the North Region for universities, according to *U.S. News & World Report's* latest rankings.
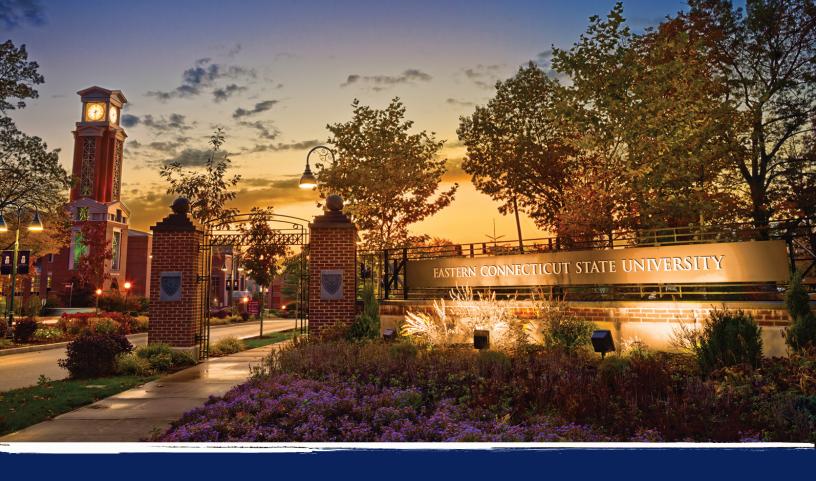
About Bisk

An added benefit of becoming a student in our online degree programs is that you will receive support from a Bisk representative. Bisk partners with leading institutions to provide the resources, expertise and technology to help institutions grow and students thrive. Bisk is passionate about supporting students and will help ensure that you have the best experience possible.

Our primary objective is to remain focused on what is best for each student. Part of the role of a student success representative is to:

- Help you learn about Eastern's online graduate programs and guide you through the process of completing your degree.
- Assist with the application process, including helping obtain transcripts, and provide proactive outreach to help you register for future classes.
- Supplement faculty academic advising with one-to-one guidance throughout the program.

A Bisk representative will be contacting you soon to discuss program details, the application and admission process, and more.

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Discover More About the Online Master of Science in Management

www.easternct.edu/graduate-division/online/programs/ms-management/

Start Your Application