

## **Course Description**

### **FSE2202 | Funeral Home Management | 3.00 credits**

This course explores the study of the role and function of an effective manager. Emphasis is placed on the management functions of planning, organizing, motivating, directing, and overseeing daily operations. Marketing and networking with the community are also discussed. Forms including Veterans and Social Security benefits along with other funeral service-related tasks are reviewed.

### **Course Competencies:**

**Competency 1:** The student will be able to describe the role of a funeral home as a small business by:

1. Identifying the criteria of a small business
2. Differentiating between small business and corporate business
3. Comparing the advantages/disadvantages of small business ownership

**Competency 2:** The student will be able to describe management functions as they relate to funeral service by:

1. Identifying the four processes of management
2. Identifying the common types of management styles

**Competency 3:** The student will be able to identify operational policies and procedures specific to funeral service.

1. Identifying common forms by name & number used by the Dept. of Veterans Affairs
2. Identifying common forms by name and number used by the Social Security Administration
3. Identifying common forms used among all jurisdictions specific to funeral service
4. Differentiating between joint funeral home policies, procedures, and community-specific needs

**Competency 4:** The student will be able to organize tasks related to disaster management by:

1. Identifying the types of disasters funeral service personnel respond to
2. Describing the role of DMORT in disaster management and preparedness
3. Applying tasks during a disaster response according to immediate needs and long-term goals
4. Defining the standard techniques used in disaster management for safe storage, identification, and processing of human remains and evidence

### **Learning Outcomes:**

- Use quantitative analytical skills to evaluate and process numerical data
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Demonstrate knowledge of diverse cultures including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Demonstrate knowledge of ethical thinking and its application to issues in society