



BUSINESS & INFORMATION TECHNOLOGY DIVISION
(608) 757-7622

Supervisory Management (Management Development) Associate Degree Program Number: 10-196-1			
2008-2009 Curriculum			
Course Number	Course Name	Credit	Lec/ Lab
<u>Technical Studies Courses</u>			
102-160	Business Law	3	3/0
196-191	Supervision	3	3/0
196-113	Organizational Development	3	3/0
196-135	Team Building/Problem Solving	3	3/0
196-192	Managing for Quality	3	3/0
196-193	Human Resource Management	3	3/0
196-190	Leadership Development	3	3/0
196-105	Safety in the Workplace	3	3/0
196-104	Legal Issues	3	3/0
196-111	Project Management	3	2/2
196-112	Applications of Technology	3	3/0
196-114	Fundamentals of Budget Analysis	3	3/0
804-117	Business Math	3	3/0
<u>General Education Courses</u>			
801-195	Written Communication	3	3/0
801-196	Oral/Interpersonal Communication	3	3/0
804-189	Introductory Statistics	3	3/0
809-166	Introduction to Ethics: Theory & Application	3	3/0
809-172	Race, Ethnic & Diversity Studies	3	3/0
809-195	Economics	3	3/0
809-198	Introduction to Psychology	3	3/0
<u>Recommended Electives</u>			
103-106	Introduction to MS Office	3	3/0
104-130	Fundamentals of Customer Service	3	3/0
TOTAL CREDITS: 66			
You can receive an Associate Degree in the following two formats to fit your schedule:			
Traditional Management Development			
<ul style="list-style-type: none"> Classes typically meet once a week during the day or evening and follows the traditional college calendar (August-May). Completion of degree usually within 3-4 years. 			
Accelerated Management Development			
<p>The Management Development Accelerated Program is intended for working adults whose knowledge and expertise become important parts of the learning process. This accelerated learning format relies exclusively on “teams” to support each other throughout the cycle. A team of learners sharing a common purpose collaboratively in a class setting using the accelerated learning format to focus on competencies immediately applicable to employment environments. As a result, the degree completion times are faster and more directly transferred to careers. Anyone interested in this learning format is encouraged to join the next cycle starting soon.</p> <ul style="list-style-type: none"> Classes meet for four hours a week, in the evening, for 6 weeks. Classes are not bound by the traditional college calendar. Teams support each other through management development cycle. Students spend less time in class and more time in independent and group study. Students may complete degree in less time (2-3 years), but this format requires more commitment. 			

Program Description:

The Management Development Program is designed for people interested in acquiring or improving managerial or supervisory skills. Whether your goal is to be more efficient and effective in your present job or to move in a new career direction, the Management Development Program will give you competitive skills for the future, using the state-of-the-art management tools: Project Management; Leadership; Quality; Managing Diversity and Change; Safety Issues; Problem-Solving; Supervision; and Legal Issues.

Program Outcomes—Upon completion of this program, you will be able to:

- Perform the role and responsibility of an effective supervisor.
- Apply the principles of problem solving and working effectively in teams.
- Demonstrate effective communications techniques relating to interviewing, training, selecting, and evaluating employee performance.
- Demonstrate effective leadership skills.
- Assess organizational structures and behaviors, and focus on the changes and challenges of the organization.
- Analyze and apply the fundamentals of Total Quality Management.
- Demonstrate and evaluate the importance of safety issues in the workplace.
- Apply the concepts of labor relations and legal issues to management and labor.
- Perform basic budgeting and financial tasks proficiently.
- Perform an effective business presentation in the work environment.
- Demonstrate ability to plan, organize and control a project.

Graduates from this program have found employment as:

- Associate Manager
- Assistant Supervisor
- Job Site Superintendent
- Team Leader
- Engineering Project Specialist
- Quality Assurance Supervisor
- Sales Manager
- Labor Relations Manager
- Supervisor

2005 Graduate Follow-up
Wage Report = \$15.27 per hour

Helpful High School Courses:

- Computer Skills
- Written/Oral Communications
- Business Education
- DECA or FBLA Membership



<p>102-160 Business Law 3 Credits This course is designed to provide the student with a working knowledge of law as it relates to the rights and responsibilities of businesses and individuals. Emphasis is placed on torts, contracts, case analysis, ethics, and social responsibility, particularly in the business context.</p>	<p>196-135 Team Building/Problem Solving 3 Credits Learner will understand the significance of teams in today's business organizations. Learner will practice facilitation tools and conflict resolution techniques. Problem solving strategies and team building activities will be introduced during an in-class team simulation.</p>
<p>103-106 Introduction to MS Office 3 Credits Intended for students with little or no prior computer experience. This course will introduce students to the Microsoft Office Suite and overview many of the core competencies of Outlook, Word, Excel, Access, PowerPoint, and Explorer. Students will develop the use of technology for both problem solving and decision-making and will be expected to learn to use the resources available to search for answer to problems.</p>	<p>196-190 Leadership Development 3 Credits Designed to assist individuals to apply leadership skills effectively in any organizational structure. Emphasis is placed on leadership and employee involvement strategies. Focus is on the role of the supervisor in defining direction, aligning the organization, empowering people and teams, modeling trustworthiness, balancing the needs of all stakeholders, and optimizing the allocation resources.</p>
<p>104-130 Fundamentals of Customer Service 3 Credits This course is designed for learners who desire training in the fundamentals of customer service as they relate to business. It introduces core customer service concepts and an overview of the essential skills needed to succeed in any organization. In addition to dealing with internal and external audiences, specific topics include: listening techniques, verbal and nonverbal communication, dealing with various customer types, use of technology, handling a variety of complex customer situations, as well as an overview of careers within the customer service industry.</p>	<p>196-191 Supervision 3 Credits Designed to help participants build the skills required to effectively direct the work of others within the structure of organization. Emphasis is placed on the human behavioral aspect of supervision. Focus is on application of managerial process to the daily job of a supervisor.</p>
<p>196-104 Legal Issues 3 Credits Students will thoroughly explore the issues surrounding the employee/employer relationship (interviewing, hiring, promotion, discipline, termination) including: discrimination, privacy, wrongful discharge, and organized labor. Student will understand the context of the laws by examining the history of American labor. Student will identify employment issues currently being defined by the court system. Student will apply such knowledge to their workplace as a manager to minimize employer liability.</p>	<p>196-192 Managing for Quality 3 Credits Examines the role of the supervisor in assisting an organization to produce a quality product or service. The meaning and benefits of quality, the cost of quality systems, how to interact with customers, and data collection tools for continuous improvement will be explored.</p>
<p>196-105 Safety in the Workplace 3 Credits Identifies the supervisor's responsibility for maintaining a safe, productive workplace. Includes skills used to communicate and enforce rules and procedures, train workers, and represent the interest of both the organization and employees.</p>	<p>196-193 Human Resources Management 3 Credits Establishes a foundation for development of employee effectiveness by focusing on the supervisor's role in understanding, communicating, and implementing organizational policies. Focus is placed on: employee hiring; orientation and training; performance management; motivating employees and related topics that affect the supervisor's work group.</p>
<p>196-111 Project Management 3 Credits Learners will recognize the role of projects and the importance of project management in the current business environment. Learners will develop successful proposals, plan, schedule, and budget a project. Learner will use computer software to assist them in controlling the progress of the project. Learner will acknowledge firsthand the importance of people skills in managing a project.</p>	<p>804-117 Business Math 3 Credits This course is designed to build your knowledge of math, including whole numbers, decimals, fractions, percents, formulas, equations, and statistics. These skills will be reinforced in business applications, including bank records, payroll, discounts, markups and markdowns, interest calculations, annuities, depreciation, inventory and more.</p>
<p>196-112 Applications of Technology 3 Credits This course focuses on the utilization of multimedia to design, develop, and deliver, effective presentations to the work environment.</p>	<p>GENERAL EDUCATION COURSE REQUIREMENTS 801-195 Written Communication, 3 Credits 801-196 Oral/Interpersonal Communication, 3 Credits 804-189 Introductory Statistics, 3 Credits 809-166 Introduction to Ethics: Theory & Application, 3 Credits 809-172 Race, Ethnic & Diversity Studies, 3 Credits 809-195 Economics, 3 Credits 809-198 Introduction to Psychology, 3 Credits</p>
<p>196-113 Organizational Development 3 Credits Applies the personal leadership qualities identified in the Leadership Development course to the supervisor's role. Focus is placed on: using leadership theories, delegating tasks, leading the group to a vision, managing conflict, influence organizational culture, and related topics that affect the leader's role in the organization.</p>	<p>CERTIFICATE OPTIONS Students of the Management Development Program may choose from two program options in addition to the Associate Degree:</p>
<p>196-114 Fundamentals of Budget Analysis 3 Credits The learner analyzes the fiscal components of a business by evaluating financial statements and annual reports that are relevant to the supervisor and decision-making. Each learner will evaluate and review ratios, trends, and develop a budget, and monitor the results. This course is a practical hands-on approach to interpreting accounting and financial reports as a non-accountant.</p>	<ul style="list-style-type: none">• 18-Credit Management Development Certificate Students may earn this certificate by completing five (5) courses from the Technical Studies courses category and one (1) General Education course listed in the AAS curriculum.• 33-Credit Management Development Certificate The 33-credit certificate can be earned simply by completing up to half of the required courses in the Management Development Associate Degree Program.

Program Faculty:

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Refer to BTC Catalog for complete course descriptions, program standards, and prerequisites information.
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