



# Leadership Development

Associate of Applied Science Degree

Program Number: 10-196-1

2009 - 2010

The role of the traditional supervisor is changing and becoming a leader is very different. It requires a completely different skill set. Leadership involves establishing a shared vision, setting the right goals, communicating ideas and delivering results. Whether your goal is to be more efficient and effective in your present job or to move in a new career direction, Blackhawk Technical College's Leadership Development Associate of Applied Science Degree will provide you with the necessary skills for the future.

This Leadership Development Program explores the areas of creating vision, effective goal-setting, problem-solving and decision-making, power and influence, motivation, organizational change management and investing in (and managing) follower relationships for greater impact. The objective of the program is to bring together people who aspire to leadership positions and assist them in developing a comprehensive toolkit of experiences and skills needed to prepare and compete for future leadership positions in business, technical areas or the community.

The Leadership Development Program is offered on a flexible, part-time or full-time schedule to accommodate both traditional students and working adults. Day and evening course options are available.

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

- Develop vision
- Adopt the position as advocates for and agents of change
- Perform and lead in team environments
- Demonstrate workplace communication skills
- Utilize performance management techniques
- Apply leadership tools and processes to improve organizational impact
- Demonstrate innovative and creative thinking
- Identify and apply continuous improvement processes
- Identify and develop personal leadership style
- Demonstrate leadership skills to productively manage organizational change
- Practice ethical leadership in business and professional roles
- Adopt the concept of leadership as service beyond self

**Graduates from this program have found employment as:**

- Associate Manager
- Materials Manager
- Team Leader
- Project Coordinator
- Quality Assurance Supervisor
- Club Manager
- Labor Relations Manager
- Human Resources Representative

**Helpful High School Courses:**

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

	Course Name	Credits	Lec-Lab
<b>Semester 1</b>			
196-191	Supervisor as Leader	3	3 - 0
801-195	Written Communication	3	3 - 0
804-123	Math w/Business Apps	3	3 - 0
809-198	Introduction to Psychology	3	3 - 0
103-106	Introduction to MS Office	3	3 - 0
<b>Semester 2</b>			
196-135	Leadership: Individuals and Teams	3	3 - 0
196-192	Managing for Quality	3	3 - 0
196-193	Human Resource Management	3	3 - 0
196-104	Legal Issues	3	3 - 0
801-196	Oral/Interpersonal Communication	3	3 - 0
104-130	Fundamentals of Customer Service	3	3 - 0
<b>Semester 3</b>			
196-113	Evolution of Management	3	3 - 0
196-190	Leadership Development	3	3 - 0
196-112	Applications of Technology	3	3 - 0
809-166	Introduction to Ethics: Theory & Application	3	3 - 0
809-195	Economics	3	3 - 0
<b>Semester 4</b>			
102-160	Business Law	3	3 - 0
196-105	Safety in the Workplace	3	3 - 0
196-111	Project Management For Supervisors	3	2 - 2
196-114	Fundamentals of Budget Analysis	3	3 - 0
804-189	Introductory Statistics	3	3 - 0
809-172	Race, Ethnic & Diversity Studies	3	3 - 0

**TOTAL CREDITS 66**

**You can receive an Associate Degree in the following two formats to fit your schedule:**

**Traditional Leadership Development**

- Classes typically meet once a week during the day or evening and follows the traditional college calendar (August - May).
- Completion of degree usually within 2-3 years.

**Accelerated Leadership Development**

The Leadership Development Accelerated Program is intended for working adults whose knowledge and expertise become important parts of the learning process. This accelerated learning format relies on "teams" to support each other throughout the cycle. These teams of learners share a common purpose and collaborate together to acquire competencies which are 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 course.

- Classes meet for 3-4 hours a week in the evening, for 8 weeks.
- Classes are not bound by the traditional college calendar.
- Teams support each other through the entire Leadership 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.

**Short-Term Credit-Based Certificate Options:**

- Leadership Development (18 credits) Certificate 99-9112
- Leadership Development (32 credits) Certificate 99-9115
- Small Business Management (29 credits) Certificate 99-9110

## Course Descriptions

### 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.

### 103-106 Introduction to MS Office

3 Credit

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 answers to problems.

### 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.

### 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.

### 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.

### 196-111 Project Management For Supervisors

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.

### 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. The role of a leader in the advocacy for technology innovation will be applied to various situations.

### 196-113 Evolution of Management

3 Credits

A comprehensive understanding of the origin and development of ideas in management is necessary to move the practice forward. This course traces the evolution of management thought from its earliest days to the present, by examining the backgrounds, ideas and influences of its major contributors within a historical context.

### 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.

### 196-135 Leadership: Individuals and Teams

3 Credits

This course focuses on how to build and lead successful teams to strengthen the overall performance of organizations. Team building models will be analyzed with emphasis on steps that can be taken to overcome common hurdles and build cohesive, high performing teams. An emphasis will be placed on the stages of team development, roles of the leader in developing successful work and project teams. Facilitation tools, problem-solving strategies, facilitation tools and conflict resolution techniques will be introduced during an in-class team simulation.

### 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.

### 196-191 Supervisor as Leader

3 Credits

As organizations reduce management levels, the frontline supervisor will become a major component in effective delivery of products and services maximizing organizational results. This course is designed to help participants identify and develop personal leadership style and the skills necessary to effectively lead the work of others within the structure of an organization. Emphasis is placed on leading teams, communication and decision-making, managing conflict, supporting innovative thinking, influencing organizational culture, employee development, performance management and related topics that affect the leader's role in the organization.

### 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.

### 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.

### 196-193 Human Resources Management

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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.

### General Education Course Requirements:

801-195	Written Communication	3 Credits
801-196	Oral/Interpersonal Communication	3 Credits
804-123	Math w/Business Applications	3 Credits
804-189	Introductory Statistics	3 Credits
809-166	Introduction to Ethics: Theory and Applications	3 Credits
809-172	Race, Ethnic & Diversity Studies	3 Credits
809-195	Economics	3 Credits
809-198	Introduction to Psychology	3 Credits

Students may choose to receive a certificate upon satisfactory completion of the required courses in the Leadership Development Program. With this certificate, you will be better prepared for entry level positions. Students selecting this option may return to BTC at a later date (in accordance with the College's advanced standing policy) to complete the Leadership Development Associate of Applied Science Degree.

Refer to BTC Catalog for complete course descriptions, program standards, and prerequisites information. BTC is an equal opportunity, access, affirmative action employer and educator.