

# Management Development (Supervisory Management)

67-credit Associate of Applied Science Degree

## About the Program

The Management Development program is designed for individuals, employed for a minimum of three years or 6000 hours in a full-time leadership position, who are looking to gain additional skills to measure and improve quality, efficiently budget, think critically, problem solve, organize others, build work team relationships, and develop and maximize the human resources within an organization.

Through accelerated learning, students can make the most of cutting-edge technologies to learn faster and retain more within a flexible schedule that accommodates their work and family commitments. Traditional 16-week courses can be completed in six weeks.

## Potential Job Titles

- Branch Manager
- Circulation Manager
- Manager
- Sales Engineer
- HR Manager
- Team Manager

## Credit Transfer

Credits earned in the Management Development (Supervisory Management) program may be transferable to institutions offering baccalaureate degrees. Visit [www.wctc.edu/transfer](http://www.wctc.edu/transfer) for specific information. Since the details of credit transfers change from time to time, be sure to contact the intended college or university to verify credit transferability.

## Admission Process

- Fill out a WCTC application
- Send \$30 non-refundable application fee
- Send high school transcript or GED/HSED
- Send any previous college transcripts
- Complete Skills Assessment test (COMPASS)
- Begin pursuing Financial Aid options

For more information, call 262.691.5200.

Required Courses		Credits
<b>First Semester</b>		
106-110	Microcomputer Bus Apps I	3+
196-120	Accelerated Orientation	1
196-135	Project Management	3
196-190	Leadership Development	3
196-191	Principles of Management	3
801-196	Oral/Interpersonal Communication	3+
<b>Total semester credits</b>		<b>16</b>
<b>Second Semester</b>		
101-108	Accounting for Managers	3
196-125	Management of Customer Service	3
196-165	Employee Training and Development	3
196-193	Human Resource Management	3
801-195	Written Communication	3+
<b>Total semester credits</b>		<b>15</b>
<b>Third Semester</b>		
102-160	Business Law I	3
196-185	Principles of Negotiation	3
196-192	Managing for Quality	3
804-123	Math with Business Applications	3+
809-166	Intro to Ethics: Theory & App	3
809-199	Psychology of Human Relations	3
<b>Total semester credits</b>		<b>18</b>
<b>Fourth Semester</b>		
196-130	Safety Management	3
196-142	Labor and Employment Law	3
196-180	Organizational Development	3
809-195	Economics	3+
809-196	Introduction to Sociology	3+
	Elective	3
<b>Total semester credits</b>		<b>18</b>
+ Proficiency exam available		
<i>The most current curriculum requirements for graduation will be provided upon admission to program, or review at <a href="http://www.wctc.edu">www.wctc.edu</a>.</i>		

<b>Management Development (Supervisory Management) Required Courses</b>		
<b>101-108 Accounting for Managers</b> 3 Discover the fundamentals of accounting principles. Topics will include: Budgeting, Analysis and understanding Financial Statement for Supervisors. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>102-160 Business Law I</b> 3 Examine the legal and ethical environments of business, including positive law, criminal and tort law, contracts, sales law, business formation, government regulation, agency, bailment, property, ethics, and social responsibility.		
<b>106-110 Microcomputer Bus Apps I</b> 3 Gain an overview of Microsoft Office software and its five major applications: Microsoft Word, Excel, Access, PowerPoint, and Outlook. Also gain an understanding of Windows operating system and Internet Explorer. Successful course completion will assist in the preparation for core MOS certification.		
<b>196-120 Accel Orientation</b> 1 Come to understand the differences between a traditional classroom and an accelerated learning environment during this course which is required for the accelerated Management Development program. Develop new study habits that match individual learning styles in an accelerated environment. Improve creative, problem-solving, and analytical-thinking skills.		
<b>196-125 Management of Customer Service</b> 3 Develop the skills, attitudes, and thinking patterns needed to manage customer satisfaction and loyalty. Learn to lead and expand the customer service process, examine the tools for dealing with unhappy customers, and explore the skills for analyzing customer needs. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-130 Safety Management</b> 3 Learn about the employee's right to know, accident prevention, protective equipment, emergency preparedness, and more. Prepare a workplace safety and health plan with injury prevention as the underlying principle. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-135 Project Management</b> 3 Investigate, document, and control each phase of an in-class team exercise related to project management. Use graphic tools like PERT networks, Gantt and manpower loading charts, both manually and with Microsoft project planning software. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-142 Labor and Employment Law</b> 3 Gain insight into highly significant and complex problems related to handling grievances, labor stoppages, discrimination, collective bargaining, wage and hour laws, employee benefits, insurance, equal opportunity, and OSHA. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-165 Employee Train and Develop</b> 3 Become acquainted with the principles and methods for training employees on the job. Experience practical training exercises that include the development of learning objectives and receipt of feedback through a training evaluation. Spend time organizing the training function within an organization and career planning for individual employees. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-180 Organizational Development</b> 3 Integrate concepts taught throughout the Management Development program while exploring the organizational interrelationships that exist between strategy, structure, and the behavior of various size companies. Discuss and analyze the differences between student's employer, other local manufacturing and service companies. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-185 Principles of Negotiation</b> 3 Develop negotiating strategies useful to professionals, including pre-planning, strategic questioning, and the use of tactics and strategies to achieve goals. Learn to apply these skills in order to improve boss-subordinate relationships and resolve interdepartmental disputes. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-190 Leadership Development</b> 3 Through workplace case studies, role plays, and structured experiences, learn to communicate more clearly, manage conflict situations, deal with emotional behavior, build trust, and maintain and develop the self-esteem of others. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-191 Principles of Management</b> 3 Develop the skills required to promote a collaborative work environment. Learn how to perform the traditional management functions of planning, organizing, controlling, and directing. Explore self-directed and cross-functional work team methods. Study the techniques and concepts related to performance appraisal, delegation of responsibility, discipline and grievance handling, diversity management, dealing with change, cost control, safety, and related topics. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-192 Managing for Quality</b> 3 Become familiar with quality improvement methods that can help an organization produce a quality product or service. Use quality improvement tools to facilitate employee teams. Discuss the meaning and benefits of quality, the cost of poor quality, how to interact with customers, and methods improvement strategies. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>196-193 Human Resource Management</b> 3 Focus on the supervisor's role in understanding, communicating, and implementing organizational policies, while studying employee hiring, training, performance management, contract compliance, employment law, employee assistance programs, and related topics. Prerequisites: 196-120 Accel Orientation (or concurrent)		
<b>801-195 Written Communication</b> 3 Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness. Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness		
<b>801-196 Oral/Interpersonal Comm</b> 3 Practice the necessary skills for effective speech delivery, listening, assertiveness, conflict resolution, teamwork, and general interpersonal communication.		
<b>804-123 Math w Business Apps</b> 3 Develop an understanding of real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.		
<b>809-166 Intro to Ethics: Theory &amp; App</b> 3 Gain a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives will be used to analyze and compare relevant issues. Critically evaluate individual, social and/or professional standards of behavior, and apply a systematic decision-making process to these situations. Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading		
<b>809-195 Economics</b> 3 Discuss the major institutions and principles that underlie the contemporary American economic system, and consider topics such as the free enterprise system, supply and demand, circular flow, government involvement, the Federal Reserve System, economic growth and development, the effects of international trade, comparative economic systems, and global economics. Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading		
<b>809-196 Introduction to Sociology</b> 3 Learn the basic concepts of sociology: culture, socialization, social stratification, multiculturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues. Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading		
<b>809-199 Psychology of Human Relations</b> 3 Examine the principles of interaction as applied to human relations at home and on the job. Explore topics such, as self concept personality development, learning, motivation, emotions, stress, human relations processes, and special relationships. Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading		
<b>Elective Options</b> Any course at the associate degree level will meet the elective requirement.		