

RCTC SUPERVISORY MANAGEMENT AAS

COURSE DESCRIPTIONS ATTACHED

Supervisory Leadership Certificate

BUS2232	Principles of Management	3	
SMGT1110	Interpersonal Skills for Supervisors	1	
SMGT1120	Leadership Development	2	
SMGT1130	Ethics in the Workplace	1	
SMGT1140	Managing Change	1	
SMGT1150	Resolving Conflict	1	
SMGT1160	Strategies for Personal Effectiveness	1	
SMGT1199	Supervisory Leadership Field Study	2	12

Quality/Continuous Improvement & Productivity Certificate

SMGT1200	Quality and Productivity Improvement	2	
SMGT1210	Problem Solving/Decision Making	2	
SMGT1220	Building Teamwork and Internal Partnerships	1	
SMGT1230	Planning and Project Management	1	
SMGT1240	Facilitating Groups and Managing Meetings	1	
SMGT1250	Managing Customer Service	1	
SMGT1260	Time Management	1	
SMGT1270	Creativity and Innovations	1	
SMGT1299	Quality and Productivity Field Study	2	12

Human Resource Development Certificate

SMGT1300	Performance Management	2	
SMGT1310	Employee Coaching	1	
SMGT1320	Managing a Diverse Workforce	1	
SMGT1330	Employment Law	1	
SMGT1340	Employee Selection	1	
SMGT1350	Employee Training	2	
PL1104	Stress Management	1	
SMGT1370	Safety and Compliance Management	1	
SMGT1399	Organizational Development Field Study	2	12

REQUIRED A.A.S. TECHNICAL CREDITS

SMGT1400	Portfolio Development	1	
ACCT1410	Budgeting and Cost Control	2	
SMGT1420	Documentation and Written Communication Skills for Supervisors	1	
BUS1101	Intro to Business (Avail on-lineFall02) (OR) Advisor Approved Electives	3	7

GENERAL EDUCATION Requirements 21

TOTAL CREDITS 64 credits

SMGT AAS COURSE DESCRIPTIONS:

BUS2232 Principles of Management 3 credits

This course provides a general introduction to the broad field of management. Current applications in strategic planning and control, managing workplace dynamics, and understanding the impact of the internet as a business management tool, will be emphasized. Students be expected to understand the basic functions of management, assess the challenges faced by managers/supervisors in today's business environment, and learn how the concepts and applications of management related to group and individual behavior within the organization. (Prerequisites: None).

SMGT1110 Interpersonal Skills For Supervisors 1 credit

This course is designed for students to learn and demonstrate interpersonal skills in workplace situations. Students will identify and demonstrate skills specific to supervisory responsibilities such as providing feedback, collaborating with peers, dealing with conflict, gaining support from others, and expressing ideas effectively. Students will participate in team projects and small group discussions, and will complete a personal interpersonal skills action plan as one of the required course outcomes. (Prerequisites: None)

SMGT1120 Leadership Development 2 credits

This course provides the learner with leadership concepts and tools to enhance and improve their ability to motivate and positively influence others. Emphasis will be placed on creating positive and powerful relationships based on principles and values. In addition to leadership concepts and skills, the ethical considerations of leadership will be discussed. Students will participate in team projects, small group discussions, and will complete a personal leadership action plan as one of the required course outcomes. This course will focus on developing the skills to support and lead others. (Prerequisites: None)

SMGT1130 Ethics In The Workplace 1 credit

This course will provide students with strategies and skills to effectively deal with ethical issues supervisors are faced with at work. Key areas include leadership, motivation, confidentiality, and organizational and individual behavior as they relate to issues such as sexual harassment, workplace violence, employee theft, and customer relationships. Students will learn and demonstrate skills while participating in team activities and projects in class and at work. (Prerequisites: None)

SMGT1140 Managing Change 1 credit

This course provides students with tools and techniques to keep pace with the rapid and dramatic changes in the workplace today. In order to survive, supervisors must be prepared to anticipate and benefit from change in their work and personal lives. Students will learn to become a change leader by effectively identifying and overcoming resistance to change by creating a work environment where change is expected and viewed as positive. (Prerequisites: None)

SMGT1150 Resolving Conflict 1 credit

This course covers techniques for resolving conflict and negotiating collaborative solutions in workplace settings. Conflict resolution and negotiation strategies are essential for supervisors and other people in leadership positions. Emphasis will be placed on selecting and applying conflict resolution and negotiation strategies that are appropriate for a given situation. Students will learn to effectively confront conflict in its early stages and to negotiate solutions beneficial to all persons involved. (Prerequisites: None)

SMGT1160 Strategies For Personal Effectiveness 1 credit

This course will provide students with the tools and strategies to create an increased level of personal productivity from which they can more effectively solve problems and develop strong professional relationships. The course is based on the seven habits that, once learned and practiced, can become powerful forces in creating and nurturing quality relationships with others. (Prerequisites: None)

SMGT1199 Supervisory Leadership Field Study 2 credits

This course will focus on the practical application of recently learned supervisory management principles and concepts through application of their most previous course work to the workplace. The advisor must approve the field project. Student outcomes of the field project will be designed by the student to enhance their workplace skills and must be directly related to course content in the Interpersonal Communication Certificate. This course is intended to be taken after the completion of other courses in the certificate. (Prerequisites: Advisor Approval)

SMGT1200 Quality & Productivity Improvement 2 credits

Students will learn principles and how to use the right tools and processes for quality and continuous improvement. Emphasis will be on assessing the supervisor's role and responsibilities related to quality including identifying customer needs, applying tools and techniques for improving systems and processes, developing a quality training plan for work group members, and enhancing work group commitment to a quality. Students will participate in a group to complete a quality/continuous improvement course project. (Prerequisites: None)

SMGT1210 Problem Solving/Decision Making 2 credits

This course provides participants with the skills and resources to define and resolve organizational problems and make effective decisions. Students will learn techniques to improve creativity, group participation and gaining approval and support for successful implementation of solutions. Opportunities will be provided to practice problem and techniques with actual problems in the workplace. Individual and group decision-making is explored. Students will participate in a group to complete a course problem-solving project. This course may include workplace learning. (Prerequisites: None)

SMGT1220 Building Teamwork and Internal Partnerships 1 credit

This course is designed to teach students about work teams. Students will learn strategies for team leadership and development. Principles of what it takes to build a successful team, along with the stages of team building, will be covered. Focus will be placed on participative leadership that draws on the knowledge and expertise of individuals and teams within an organization, which yields higher participation, productivity and satisfaction. Primary focus is on how to build and maintain synergism in the relationships among teams and/or internal partnerships. This course may include workplace learning. (Prerequisites: None)

SMGT1230 Planning and Project Management 1 credit

This course provides an overview of methods used when doing Project Management on either large or small projects. The participants will review the tools and procedures for designing, scheduling, and controlling projects in operations and management with emphasis on human needs in project management. Students will plan a relevant work/personal project using these project management tools. This course may include workplace learning. (Prerequisites: None)

SMGT1240 Facilitating Groups & Managing Meetings 1 credit

Students will learn how to plan, prepare, organize, conduct, and evaluate effective meetings. Students will learn about tools and techniques in leading and facilitating productive, limited, decision-making, or more complex project-oriented meetings. Students will complete a meeting management course project and facilitate an actual meeting as one of the required course outcomes. (Prerequisites: None)

SMGT1250 Managing Customer Service 1 credit

This course provides students with concepts and tools to increase organizational effectiveness and customer satisfaction through a process of assessing customer needs and empowering others to be responsive to those needs. Emphasis will be placed on creating a culture supportive of making customer-focused decisions and leading others to excellence in customer service. Students will learn to use measurement tools to assess internal and external customer needs and levels of satisfaction. (Prerequisites: None)

SMGT1260 Time Management 1 credit

This course will enable students to develop skills and strategies that will allow them to more effectively manage priorities and make use of time. Students will learn to set goals, develop daily and weekly action plans, handle interruptions, delegate, and determine the relative effectiveness of traditional time management tools. This course teaches skills that are necessary for supervisors to effectively achieve objectives. (Prereq: None)

SMGT1270 Creativity & Innovation 1 credit

This course teaches students how to develop more creative and innovative solutions to difficult and complex problems. Students will learn to find fresh insight and new perspectives for positively impacting their leadership role at work. Focus will be on developing techniques that will help students generate better ideas and innovatively solve problems. (Prerequisites: None)

SMGT1299 Quality and Productivity Field Study 2 credits

This course will focus on the practical application of supervisory management principles and concepts through application of the student's previous course work as it applies to the workplace. The advisor must approve the field project. Student outcomes of the field project will be designed by the student to enhance their workplace skills and must be directly related to course content in the Quality/Continuous Improvement & Productivity Certificate. This course is intended to be taken after the completion of other courses in the certificate. (Prerequisites: Advisor Approval)

SMGT1300 Performance Management 2 credits

This course covers techniques for improving employee performance. Students will learn procedures for setting performance standards, measuring results, and discussing performance. Students will also learn skills necessary for conducting an effective performance review including how to plan for a performance review meeting, how to develop a performance improvement plan, how to provide for periodic progress reviews, and how to practice interim coaching skills. (Prerequisites: None)

SMGT1310 Employee Coaching 1 credit

This course will provide students with the skills necessary to coach, mentor, tutor, counsel, and confront performance in order to help employees become more committed to performance objectives and increase productivity. Students will practice communicating and coaching to performance expectations. (Prerequisites: None)

SMGT1320 Managing A Diverse Workforce 1 credit

This course seeks to prepare managers to utilize diversity in regard to culture, race, gender, age and ability for greater effectiveness and employee satisfaction. The main objective is to assist management in eliminating existing barriers affecting equal access, professional growth, and mobility, which will enable every employee to reach his or her potential in today's diversified workforce. This course may include workplace learning. (Prerequisites: None)

SMGT1330 Employment Law 1 credit

This course teaches students to examine workplace issues impacting supervisory responsibilities such as employee hiring decisions, discrimination, unemployment compensation, workers' compensation, Fair Labor Standards Act, employee safety and health, workplace harassment, documentation, and termination. Focus will be on knowledge and strategies necessary for supervisors to manage a fair, safe, and legal work environment. (Prerequisites: None)

SMGT1340 Employee Selection 1 credit

This course provides students with strategies and skills to effectively recruit, interview, and select the best person from a field of qualified candidates. Methods and techniques will be presented to insure legal and objective and fair employee selection. (Prerequisites: None)

SMGT1350 Employee Training 1 credit

This course provides students with the skills and strategies necessary to assess training needs, design and prepare a training plan, deliver a training session, and assess transfer of the training. Students will participate in application projects as required course outcomes. (Prerequisites: None)

PL1104 Stress Management 1 credit

This course examines the positive and negative ramifications of stressors and practical interventions to manage stress more completely. Course content is designed to challenge students through awareness of the model of stress and use of various strategies to develop healthier coping skills. Emphasis will be on the identifying skills and strategies necessary for supervisors to recognize and effectively manage stress in the workplace, the sources of stress, understanding the physiological and psychological aspects of stress, and on creating positive ways to reduce stress and minimize the potential for workplace burnout. (Prerequisites: None)

SMGT1370 Safety & Compliance Management 1 credit

This course will provide students with regulations and guidelines set by OSHA, MPCA, and DOT for maintaining worker safety and rules compliance in the workplace. Supervisory responsibility in safety training, reporting, communication, industrial hygiene, motivation, and enforcement of policies will be emphasized. Other areas of importance include workers' compensation cost control, accident investigation techniques, and policy and program development. (Prerequisites: None)

SMGT1399 Organizational Development Field Study 2 credits

This course will focus on the practical application of recently learned supervisory management principles and concepts through application of their most previous course work to the workplace. The advisor must approve the field project. Student outcomes of the field project will be designed by the student to enhance their workplace skills and must be directly related to course content in the Human Relations Certificate. This course is intended to be taken after the completion of other courses in the certificate. (Prerequisites: Advisor Approval)

SMGT1400 Portfolio Development 1 credit

This course will guide students through the creation of an individualized degree plan for the Supervisory Management AAS degree program. Students will also assess previous education, prior learning from work and life experiences, and develop a portfolio of prior learning, which will be submitted for review. (Prerequisites: None)

ACCT1410 Budgeting & Cost Control 2 credits

This course is specifically designed to provide students with the budget management planning and control methods necessary for supervisors. These skills are essential for supervisors to be able to understand the role of budgeting in management decision-making and use good management planning and control techniques. (Prerequisites: Understanding of basic bookkeeping techniques)

SMGT1420 Documentation & Written Communication Skills for Supervisors 1 credit

This course is specifically designed to provide students with the skills necessary for supervisors to effectively and accurately document performance and communicate with employees using a variety of written formats. The course will emphasize the importance of determining the who, what, why, where, when, and how in written communications to clearly communicate understanding of important information to employees. Typical situations for supervisors requiring course learning objectives include providing performance feedback, documenting a safety or discipline incident, giving precise directions, or preparing a formal report. (Prerequisites: None)

BUS1101 Introduction to Business 3 credits

This is an introductory course which will cover the major functional areas of business, including management, marketing, finance, and their more specialized sub-functions. In addition, the foundations of American business, including the nature of the free enterprise system, business's social responsibilities, and the structure of American business is covered. Attention is also given to the legal and international dimensions of modern business. (Prerequisites: None)

GENERAL EDUCATION REQUIREMENTS 21 credits

Please refer to RCTC College Catalog for descriptions.