Overview
The Supervisory Leadership certificate will allow you to customize your training with a series of short, achievable goals. Rather than completing an entire Supervisory Management associate degree, you will be able to select the course clusters and take them in a sequence that works best for you. Many students who are pursuing our Supervisory Management program decide to earn this certificate before they complete the associate degree. Earning the certificate may give you the recognition you need to move into a management role in your present job while you are finishing the associate degree, or it could be all you need to start a new career. The certificate, like the associate degree, is designed for working adults, with courses scheduled on evenings and weekends.

In addition to this certificate, some campuses offer:

- Human Resources Management Certificate
- Safety Certificate
- Ethical Leadership Certificate

Student Profile
As a Supervisory Leadership certificate student, you should be able to:

- Make judgments and decisions
- Communicate ideas verbally and in writing
- Learn new methods/concepts
- Assume responsibility
- Get along well with people
- Work under pressure and with multiple distractions
- Have basic computer and math skills
- Learn using a variety of delivery methods

Preparation for Admission
The following experiences will help you prepare for this certificate:

- Business Math
- Computer Skills

Course Descriptions

10196190 Leadership Development: Credits: 3
In Leadership Development, the learner applies the skills and tools necessary to fulfill her role as a modern leader. Each learner will demonstrate the application of evaluating leadership effectiveness and organization requirements, individual and group motivation strategies, employing mission and goals, ethical behavior, personal leadership style and adaptive, impacts of power facilitating employee development and coaching, managing change, and effective conflict resolution.

10196191 Supervision: Credits: 3
In Supervision, the learner applies the skills and tools necessary to perform the functions of a supervisor. Each learner will demonstrate the application of strategies and transition to a contemporary supervisory role including day-to-day operations, analysis, delegation, controlling, staffing, leadership, problem solving, team skills, motivation, and training.

10196108 Customer Service: Credits: 1
This course examines customer service as it relates to organizational quality. It addresses service models for internal and external customers, systems and strategies applied to customer service, and tools and techniques for gathering customer feedback and handling complaints.

10196134 Legal Issues for Supervisors: Credits: 3
Provides an overview of the general legal responsibilities of an organization. Analyzes the current employment laws in the U.S. and their impact on employee/employers. Examines the supervisor’s role in dealing with harassment in the workplace. Compares how laws can be addressed in both union and nonunion environments.

10196136 Safety in the Workplace: Credits: 3
An introduction to safety and loss prevention in the workplace with an emphasis on the supervisor’s responsibility for maintaining a safe, productive environment. Students will study safety concepts, hazard controls, developing safety and health programs, and federal and state mandated regulations.

10196145 Contemporary Business for Supervisors: Credits: 2
In this course, you will review how the basic management styles affect the people, processes, and profitability of a business. You will also learn how to balance the organization’s needs for profits with employees’ basic needs within a global context. You will review and study the basic concepts and the supervisor’s role regarding return on investment, return on equity, profit centers, financial statements, and overall departmental operations.

Outcomes
Employers will expect you, after completion of this certificate, to be able to:

- Maximize use of time and resources.
- Minimize wasted effort.
- Address difficult situations in positive ways.
- Possess supervisory, communication, and leadership skills.
- Understand what motivates people in the workplace.
- Create efficient, customer-friendly processes.
- Develop productive work teams.

Career Outlook
Supervisory Leadership certificate students may be employed in a variety of businesses and industries. This certificate provides students with the opportunity to upgrade their leadership and management skills in preparation for a supervisory position or for support in their present position.

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>10196190</td>
<td>Leadership Development</td>
<td>3</td>
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<tr>
<td>10196191</td>
<td>Supervision</td>
<td>3</td>
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<tr>
<td>10196134X</td>
<td>Three (3) credits of 196 coursework</td>
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<td>10801195</td>
<td>Written Communication</td>
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<td>10801196</td>
<td>Oral/Interpersonal Communication</td>
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<td>10801198</td>
<td>Speech</td>
<td>3</td>
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<td>10809198</td>
<td>Introduction to Psychology</td>
<td>3</td>
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<tr>
<td>10809199</td>
<td>Psychology of Human Relations</td>
<td>3</td>
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- Appropriate placement score or Introduction to College Writing course required.