Supervisory Management Human Relations
17-196-7 Technical Certificate

Overview
The Supervisory Management Human Relations certificate is a series of related courses that will help you upgrade your skills in areas requiring strong human relations skills. Areas covered include diversity, organizational development, legal concerns, and general human resource development.

Special Feature
The certificate is designed to give you a basic understanding of human relation concerns without going through all of the technical human resource management courses.

Student Profile
You should consider a Supervisory Management Human Relations certificate if you are:
- Working toward obtaining a Supervisory Management Associate Degree or considering completion of the Human Resources Management certificate
- Able to relate on-the-job experiences to the course material
- Looking for a basic understanding of general business practices
- Able to make judgments and decisions
- Able to get along well with people
- Able to work under pressure and handle multiple tasks
- Able to study on your own for at least six to eight hours per week

Preparation for Admission
The following experiences will help you prepare for this certificate:
- Communication skills
- General business concepts
- Basic problem-solving skills
- Prior work experience
- Keyboarding and basic computer skills

Outcomes
Employers will expect you, after completion of this certificate, to be able to:
- Understand and follow federal and state employment laws and regulations.
- Handle basic human resource administrative duties.
- Support basic employee needs.

Curriculum

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<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<td>10196134</td>
<td>Legal Issues for Supervisors</td>
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<td>10196168</td>
<td>Organizational Development</td>
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Course Descriptions

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 employer/employees. Examines the supervisor’s role in dealing with harassment in the workplace. Compares how appeals can be addressed in both union and nonunion environment.

10196168
Organizational Development - Credits: 3
In Organizational Development, the learner applies the skills and tools necessary to effectively deal with organization behavior and change. Each learner will demonstrate the application of the impacts of globalization on an organization, dealing with organization culture, dealing with change and future challenges affecting the total organization, organization decision making, vision, goals, performance management and planning, the role of organization structure.

10196169
Diversity and Change Management - Credits: 3
Addresses changes taking place in the workforce and their effect on the supervisor and the organization. Explores a broadened view of diversity, including values, age, gender, disabilities, education, and culture. Provides an action framework for the supervisor to gain advantage by blending and capitalizing on the different skills and perspectives of people and creating an organization where everyone gives his or her best.

10196193
Human Resource Management - Credits: 3
In Human Resource Management, the learner applies the skills and tools necessary to effectively value and apply employees’ abilities and needs to organization goals. Each learner will demonstrate the application of the supervisor’s role in contemporary human resources management, impacts of EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies and procedures, training, performance management, employee counseling and development, and effective use of compensation and benefit strategies.