

Program Overview

The Supervisory Management program is designed for people who are, or plan to be, supervisors and leaders in the workplace. The program will upgrade leadership and management skills and increase the student's ability to handle day-to-day employee issues common in supervisory or management positions. In addition, the program will prepare the non-experienced lead person for a supervisory role. Students will learn how to introduce new skills that will improve productivity, quality, human relations, and communication. The program is primarily designed for working adults, with courses scheduled on evenings and weekends.

Campus:



WISCONSIN
INDIANHEAD
TECHNICAL
COLLEGE

Ashland
New Richmond
Rice Lake
Superior

Special Feature

An accelerated learning (ACCEL) option is available at Ashland, New Richmond, Rice Lake, and Superior and the outreach centers of Hayward and Ladysmith.

Admission Requirements

Students in this program must:

- Complete application form and submit with fee (fee waiver may apply if previously submitted)
- Complete Accuplacer entrance assessment to determine placement (waiver may apply with acceptable alternative test scores and/or postsecondary degree completion)
- Complete admissions interview with a WITC counselor (above requirements should be completed prior to interview)

Student Profile

Supervisory Management students 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 through a variety of delivery methods

Preparation for Admission

Students should strive to reach a comfort level in the following courses or skills:

- Business Math
- Computer skills
- Keyboarding
- Communications

Program Outcomes

Employers will expect graduates to be able to:

- Effectively align the development of employee's abilities with organizational goals within current employment laws
- Effectively apply quality concepts within the global economy
- Create a work environment which complies with safety regulations
- Function as a front-line leader
- Optimize personal skills and group interaction to create a diverse and/or supportive workplace environment
- Incorporate ethical behaviors in all supervisory and leadership processes

Collegewide outcomes and indicators will also be addressed to develop personal awareness, career effectiveness, and professionalism. See page 5 for a list of collegewide outcomes and indicators.

Career Outlook

Supervisory Management students are usually employed in a variety of businesses and industries when they enroll. This program 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. Typical career options after graduation include:

- Supervisor
- Manager
- Team Leader
- Group Leader
- Department Head
- Coach
- Mentor

Curriculum

Number	Course Title	Credits
CORE COURSES		
Supervisory Leadership		
10196190	Leadership Development	3
10196191	Supervision	3
10801195	Written Communication ▲	3
10801198	Speech or	3
10801196	Oral/Interpersonal Communication	
10809198	Introduction to Psychology	<u>3</u>
		15
INTERMEDIATE COURSES		
Supervisory Management Human Relations		
10196134	Legal Issues for Supervisors	3
10196168	Organizational Development	3
10196169	Diversity and Change Management	3
10196193	Human Resource Management	<u>3</u>
		12
Supervisory Management Systems		
10101176	Financial Accounting 1A	2
10196108	Customer Service	1
10196136	Safety in the Workplace	3
10196145	Contemporary Business for Supervisors	2
10196170	Applied Supervision ▲	2
10196188	Project Management	3
Plus three credits of MS Office coursework from the following:		
10103106	MS PowerPoint	1
10103125	MS Outlook	1
10103146	MS Word A	1
10103151	MS Excel A	1
10103162	MS Access A	<u>1</u>
		16
Supervisory Management Quality		
10196164	Personal Skills for Supervisors	3
10196189	Team Building and Problem Solving	3
10196192	Managing for Quality	<u>3</u>
		9
OTHER REQUIRED GENERAL STUDIES COURSES[†]		
10804123	Math with Business Applications ▲	3
10809122	Introduction to American Government or	3
10809172	Race, Ethnic, and Diversity Studies	
10809195	Economics	3
10809196	Introduction to Sociology	<u>3</u>
		12
ELECTIVES		2
PROGRAM REQUIREMENTS		66

▲ Requires a prerequisite and/or corequisite that must be completed with a grade point of 2.0 or better.

† See page 40 for General Studies course descriptions.

Course Descriptions

(See page 40 for General Studies course descriptions)

10196190

Leadership Development - Credits: 3

In Leadership Development, the learner applies the skills and tools necessary to fulfill his/her role as a modern leader. Each learner will demonstrate the application of evaluating leadership effectiveness and organization requirements, individual and group motivation strategies, implementing mission and goals, ethical behavior, personal leadership style and adaptation, impacts of power, facilitating employee development, 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 frontline leader. 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.

10801195

Written Communication - Credits: 3

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents. **PREREQUISITE:** Successful scores on placement test or 10831103 Intro to College Writing.

10801198

Speech - Credits: 3

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of the course.

10801196

Oral/Interpersonal Communication - Credits: 3

Focuses upon developing speaking, verbal and nonverbal communication, and listening skills through individual presentations, group activities, and other projects.

10809198

Introduction to Psychology - Credits: 3

This introductory course in psychology is a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings.

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. It is recommended that the learner have experience using a PC/MAC, using the MS Windows operating systems and software suite, browsing Web pages, downloading files, using e-mail, and exchanging files prior to enrolling this course.

10101176

Financial Accounting 1A - Credits: 2

This is a basic accounting course for non-accounting program students. The scope of study focuses on an introduction to business and accounting, analyzing and recording accounting transactions, performing the adjusting process, and completing the accounting cycle. Understanding is based both on theory and application.

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.

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.

10196170

Applied Supervision - Credits: 2

This course emphasizes application of advanced principles of supervision and project management. These principles include planning and organizing; implementation and control; and assessment. Learners are provided the opportunity to design and complete supervisory projects. Beginning with the fundamentals and extending to application, this course allows learners to undertake improvement projects within their workplace. **PREREQUISITE:** students must be enrolled in the Supervisory Management program and have completed 40 credits.

10196188

Project Management - Credits: 3

In Project Management, the learner applies the skills and tools necessary to design, implement, and evaluate formal projects. Each learner will demonstrate the application of the role of project management, developing a project proposal, use of relevant software, working with project teams, sequencing tasks, charting progress, dealing with variations, budgets and resources, implementation, and assessment.

10103106

MS PowerPoint - Credits: 1

A complete presentation graphics course that allows you to produce professional-looking presentations. It gives you the flexibility to make informal presentations using overhead transparencies, electronic presentations, formal presentations using 35mm slides, or virtual presentations. Additionally, you can create paper printouts, outlines, speaker notes, and audience handouts.

10103125

MS Outlook - Credits: 1

This course introduces the basics of Microsoft Outlook. Participants will use e-mail, calendar, files, and other features to effectively manage business and personal information.

10103146

MS Word A - Credits: 1

Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features.

10103151

MS Excel A - Credits: 1

Students will learn to use MS Excel. Credit A activities will include creating, editing, saving, formatting, printing, performing calculations, and enhancing worksheets through charts.

10103162

MS Access A - Credits: 1

Learners create, edit, sort, and query a database. They also learn how to create and print basic forms and reports.

10196164

Personal Skills for Supervisors - Credits: 3

In Personal Skills for Supervisors, the learner applies the skills and tools necessary to deal with the time management, stress, and related challenges to a supervisor. Each learner will demonstrate the application of time management techniques, personal planning, continuous learning, valuing rights and responsibilities of others, effective communication, assertiveness, and dealing effectively with stress.

10196189

Team Building and Problem Solving - Credits: 3

In Team Building and Problem Solving, the learner applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of the benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, systematic process of problem definition, data acquisition, analysis, developing alternative solutions, solution implementation, evaluation, and documentation.

10196192

Managing for Quality - Credits: 3

In Managing for Quality, the learner applies the skills and tools necessary to implement and maintain a continuous improvement environment. Each learner will demonstrate the application of a personal philosophy of quality, identifying all stakeholder relationships, meeting/exceeding customer expectations, a system-focused approach, using appropriate models and tools, managing a quality improvement project, and measuring effectiveness of continuous improvement activities.

Graduate Employment Information

(WITC Graduate Survey Responses 2009-2010; for most recent data, go to witic.edu)

Number of graduates	15	Number employed	10	% employed in WITC district	100%
Number of responses	14	Percent employed	91%	Range of yearly salary	\$21,838-\$96,000
Number available for employment	11	Employed in related field	5	Average yearly salary	\$50,979

career vision