

# Supervisory Management

Program Number: 10-196-1

## Associate in Applied Science Degree

Business and Marketing Program Cluster

Center for Business and Applied Arts

Program offered at Madison, Fort Atkinson, Portage, Reedsburg and Watertown Campuses

For information call: (608) 258-2370, (608) 258-2372 or (800) 322-6282 Ext. 2370 or 2372

## About the Program

The Supervisory Management Program is designed to meet the increasing demand for trained supervisors. Program content provides hands-on supervisory education and training for present and future supervisors through a curriculum divided into three development areas: Core Management, Personal Skills and Leadership Skill Development.

**Traditional Semester Classes** - provides students with regular semester-long classes on campus. Classes meet one evening per week over the course of the semester.

**Accelerated "Fastrack" Delivery** - reduces in-class time commitment by 50 percent. Classes meet one night each week, and students can complete Supervisory Management core courses in 18 months. Related study requirements are also available in accelerated format.

**Madison College-Online Delivery** - offers learners the opportunity to complete their Supervisory Management program courses online.

## Curriculum

The courses listed below outline the requirements for graduation for students entering this program in the 2011-2012 academic year. Requirements for graduation may vary depending on the semester in which a student is admitted to their program. Current/continuing students should consult their degree progress report available through their student center (myMadisonCollege) account for specific graduation requirements. Program requirements are subject to change.

|   |  | Credits   | Hrs/week<br>Lec-Lab |
|---|--|-----------|---------------------|
| <b>Supervisory / Management Skills</b>          |  |           |                     |
| 10-196-191                                      | Principles of Supervision.....         | 3         | 3-0                 |
| 10-196-192                                      | Foundations of Quality .....           | 3         | 3-0                 |
| 10-196-193                                      | Human Resource Management.....         | 3         | 3-0                 |
| 10-196-134                                      | Legal Issues for Supervisors.....      | 3         | 3-0                 |
| 10-196-188                                      | Project Management.....                | 3         | 3-0                 |
| 10-196-136                                      | Safety in the Workplace or.....        | 3         | 3-0                 |
| 10-196-105                                      | Occupational Trends & Issues.....      | (3)       | (3-0)               |
| <b>Supervisory / Personal Skill Development</b> |  |           |                     |
| 10-196-164                                      | Personal Skills for Supervisors.....   | 3         | 3-0                 |
| <b>Supervisory / Leadership Skills</b>          |  |           |                     |
| 10-196-190                                      | Leadership Development.....            | 3         | 3-0                 |
| 10-196-168                                      | Organizational Development or .....    | 3         | 3-0                 |
| 10-196-116                                      | Human Behavior at Work .....           | (3)       | (3-0)               |
| 10-196-189                                      | Team Building and Problem Solving..... | 3         | 3-0                 |
| 10-196-169                                      | Diversity and Change Management.....   | 3         | 3-0                 |
|   | <b>Total</b>                           | <b>33</b> |                     |
| <b>Related Study Requirements</b>               |  |           |                     |
| 10-101-106                                      | Accounting Concepts .....              | 3         | 3-0                 |
| 10-102-160                                      | Business Law OR.....                   | 3         | 3-0                 |
| 10-102-168                                      | Employment Law.....                    | (3)       | 3-0                 |
| 10-103-137                                      | Word-Beginning.....                    | 1         | 1-0                 |
| 10-103-133                                      | Excel-Beginning.....                   | 1         | 1-0                 |
| 10-103-143                                      | Powerpoint.....                        | 1         | 1-0                 |
| 10-804-123                                      | Math with Business Apps.....           | 3         | 3-0                 |
| 10-801-195                                      | Written Communication.....             | 3         | 3-0                 |
| 10-801-196                                      | Oral/Interpersonal Communication.....  | 3         | 3-0                 |
| 10-801-166                                      | Intro to Ethics: Theory & App.....     | 3         | 3-0                 |
| 10-809-199                                      | Psychology of Human Relations.....     | 3         | 3-0                 |
| 10-809-195                                      | Economics.....                         | 3         | 3-0                 |
| 10-809-197                                      | Contemporary American Society.....     | 3         | 3-0                 |
|   | <b>Total</b>                           | <b>30</b> |                     |
| <b>Elective Requirements</b>                    |  |           |                     |
|   | Electives.....                         | 3         | E                   |
|   | <b>Total elective requirements</b>     | <b>3</b>  |                     |
|   | <b>TOTAL (all requirements)</b>        | <b>66</b> |                     |

*Note: Students are placed in English or mathematics courses based on their scores on the COMPASS or ASSET test or on completion of the appropriate prerequisite/s.*



## Program Courses

**10-196-191 Principles of Supervision 3 credits**

The learner applies the skills and tools necessary to perform the functions of a front line manager. Each learner will demonstrate the application of strategies to make the transition to a contemporary supervisory role including: operations planning and analysis, delegation, staffing, problem solving, motivation, training, leadership and performance assessment.

**10-196-192 Foundations of Quality 3 credits**

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, identify stakeholder relationships, customer expectations, systems-focus, use of appropriate models and tools, managing improvement projects and measuring effectiveness of continuous improvement activities.

**10-196-193 Human Resource Management 3 credit**

The learner applies the skills and tools necessary to work effectively with the Human Resource (HR) function. Each learner will gain an understanding of the supervisor's role in contemporary human resource management regarding: the impact of EEOC, writing job descriptions, recruitment and selection, conducting interviews, employee orientation, policies and procedures, training, performance management, employee counseling, and effective use of compensation and benefit strategies.

**10-196-134 Legal Issues for Supervisors 3 credits**

The learner applies the skills and tools necessary for supervisors to function effectively within today's legal framework. Each learner will demonstrate the application of practices to meet the requirements of U.S. employment laws including implications for: staffing, disciplinary actions and documentation, preventing harassment and discrimination, safety, workplace violence, incident investigation, privacy issues and maintaining organizational policies and procedures.

**10-196-188 Project Management 3 credits**

The learner applies the skills and tools necessary to design, implement, and evaluate formal projects. Each learner will demonstrate the application of methods for project planning, developing project proposals, use of relevant software, working with project teams, sequencing tasks, charting progress, dealing with variations, managing project budgets and resources, implementation and project assessment.

**10-196-164 Personal Skills for Supervisors 3 credits**

The learner applies the skills and tools necessary to deal with the personal challenges inherent with a manager's role. 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.

**10-196-190 Leadership Development 3 credits**

The learner applies the skills and tools necessary to fulfill his/her role as a contemporary leader. Each learner will demonstrate the application of strategies to evaluate leadership effectiveness and communicate vision, mission and goals. Additional topics include: ethical behavior, personal leadership styles and flexibility, impacts of power, employee development, coaching and effective conflict resolution.

**10-196-189 Team Building and Problem Solving 3 credits**

The learner applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of strategies regarding: the necessary roles for team effectiveness, stages of team development, team problem solving and consensus, systematic processes for problem definition, data acquisition and analysis, generating alternative solutions, choosing solutions, implementation planning and evaluation.

**10-196-168 Organizational Development 3 credits**

The learner applies the skills and tools necessary to effectively navigate within an organizational structure. Each learner will demonstrate the application of theories regarding the impact of globalization on organizational design, operation and culture. Other topics include: the impact of change, organizational decision making and the benefit of vision, mission and goals plus future challenges affecting the organizations.

**10-196-116 Human Behavior at Work 3 credits**

In this course, the learner applies the skills and tools necessary to work effectively with behavior found in organizations. Each learner will explore and demonstrate the application of theories in motivation, perception, organizational culture, employee development and communication. In addition, concepts such as diversity, decision making, conflict management and managing in a global environment will be introduced.

**10-196-169 Diversity and Change Management 3 credits**

The learner applies the skills and tools necessary to implement and maintain a diverse work environment that values change. Each learner will demonstrate the application of assessing the current extent of diversity in the workplace, analyze the effect of perceptions, attitudes, biases and organization culture on diversity, dealing with barriers, change management strategies, process and reactions, measuring progress and celebrating success.

**10-196-136 Safety in the Workplace 3 credits**

The learner applies the skills and tools necessary to provide a safe and secure work environment. Each learner will demonstrate the application of strategies regarding safety awareness, compliance, investigation and documentation. Other topics include: safety orientation, chemical safety, right-to-know, inspections, risk analysis, workplace violence, substance abuse, first aid, fire and electrical safety, emergency preparedness and liaison with external agencies.

**10-196-105 Occupational Trends/Issues 3 credits**

In this course, the learners summarize, present and discuss information on major trends and issues affecting supervisors in the complex, technological world of the future. Learners apply the knowledge gained in program courses, problem-solving skills and their personal experiences to identify successful strategies for the future.

## Career Potential:

The Supervisory Management program is designed to meet the professional development needs of present and aspiring supervisors as their organizational roles change now and in the future.

- Supervisor
- Lead Worker
- Team Leader
- Shift Leader
- Team Facilitator
- Coach

*More detailed and updated information on this program may be available at: [madisoncollege.edu](http://madisoncollege.edu). The college reserves the right to make changes in the regulations and courses announced in this publication without notice.*

*Madison Area Technical College provides equal opportunity in education and employment.*

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