

MANAGEMENT/SUPERVISORY DEVELOPMENT

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www.pcc.edu/programs/management-training

CAREER AND PROGRAM DESCRIPTION

The Management/Supervisory Development Department offers a comprehensive program designed for students and professionals to increase their skills and knowledge. Interacting with instructors who are currently practicing managers or consultants, participants develop cutting-edge professional skills that will prepare them for future success in private or public sector managerial and supervisory careers.

Bachelor degree articulation agreements are in place with Marylhurst and Warner Pacific as well as other area colleges and universities. For more information about transfer programs, contact the four-year universities as early as possible to ensure a smooth transition.

Management/Supervisory Development courses are offered throughout the PCC District. Most courses are offered on campus in the evenings, on Saturdays, and through distance learning. The entire degree is available online. Consult your program advisor to find out whether you are eligible to earn PCC credit for formal training at non-accredited institutions.

See <http://www.pcc.edu/resources/academic/degree-outcome/index.html> for AAS Degree and certificate outcomes.

DEGREES AND CERTIFICATE OFFERED

Associate of Applied Science Degree

Management/Supervisory Development

One-Year Certificate

Management/Supervisory Development

PREREQUISITES AND REQUIREMENTS

College placement test administered through assessment centers is recommended but not required. MTH 63 or MTH 65 must be completed with a C or better.

MANAGEMENT/SUPERVISORY DEVELOPMENT AAS DEGREE

Minimum 90 credits. Students must also meet Associate Degree Comprehensive Requirements and Associate of Applied Science Requirements. Students must complete a total of sixteen credits of General Education. Some courses specified within the program may be used as General Education. Students should consult with program advisors for course planning.

Management/Supervisory Degree Credit Summary

MSD Support Electives	23
MSD	22
MSD Program/Workshop Electives	16
Remaining General Education	12
CIS	4
WR	4
BA	3
CAS	3
MSD/BA	3
Credit Total 90	

Management/Supervisory Courses

BA 211	Principles of Accounting I	3
CAS 220	Project Management: Beginning MS Project	3
CIS 120	Computer Concepts I*	4
MSD 101	Principles of MGMT/SUP	3
MSD 105	Interpersonal Communication	3
MSD 111	Corresponding Effectively at Work	3
MSD 115	Improving Work Relations	3
MSD 200	Organizations and Social Responsibility	3
MSD 222	Human Resources Mgmt: Personnel	3
MSD 279	Project Management - Intro	4
MSD 216	Budgeting for Managers	3
or		
BA 177	Payroll Accounting	(3)
or		
BA 213	Principles of Accounting III	(4)
WR 121	English Composition	4
MSD Support Electives		23
MSD Program/Workshop Electives		16
Remaining General Education		12

*Could be used as General Education

MANAGEMENT/SUPERVISORY DEVELOPMENT ONE-YEAR CERTIFICATE

Minimum 45 credits. Students must meet all certificate requirements.

Management/Supervisory Certificate Credit Summary

MSD Program/Workshop Electives	19
MSD	12
CIS	4
WR	4
BA	3
MSD/BA	3
Credit Total 45	

Management/Supervisory Certificate Courses

BA 211	Principles of Accounting I	3
CIS 120	Computer Concepts I	4
MSD 101	Principles of MGMT/SUP	3
MSD 105	Interpersonal Communication	3
MSD 111	Corresponding Effectively at Work	3
MSD 115	Improving Work Relations	3
or		
MSD 222	Human Resources Mgmt: Personnel	(3)
MSD 216	Budgeting for Managers	3
or		
BA 177	Payroll Accounting	(3)
or		
BA 213	Principles of Accounting III	(4)
WR 121	English Composition	4
MSD Program/Workshop Electives		19

Management/Supervisory Support Electives

CG	140A	Career and Life Planning	3
CG	140B	Career and Life Planning	2
CG	140C	Career and Life Planning	1
CG	191	Exploring Identity and Diversity for College Success	4

Any CAS, CIS, EC, BA, HE, OS and PE¹ courses not found within the course of study for the degree.

¹ A maximum of 3 PE credits can be applied to this degree

Note: Career technical areas: See MSD advisor for qualifying elective course selection in career technical areas.

Management/Supervisory Program Electives

MSD	107	Organizations & People	3
MSD	117	Customer Relations	3
MSD	121	Leadership Skill Development	3
MSD	130	Creative Problem Solving	3
MSD	202	Training the Employee	3
MSD	206	The Troubled Employee	3
MSD	223	Human Resource Management: Performance and Compensation	3
MSD	280A	CE: Mgmt/ Supervisory Development	3
MSD	280B	CE: Mgmt/Supervisory Development-Seminar	1
MSD	298	Trends in Management and Supervision	6

Management/Supervisory Workshop Electives

MSD	110	Gender Conflict Resolution	1
MSD	113	Influence Without Authority	1
MSD	116	Creative Thinking for Innovative Change	1
MSD	119A	Intercultural Communication	1
MSD	122	Motivation Without Manipulation	1
MSD	122A	Strength Based Leadership	1
MSD	123	Job Search Strategies	1
MSD	123A	Innovation and New Products	1
MSD	128	Crisis Intervention: Handling the Difficult Person	1
MSD	133	Brave New Workplace: Strategies to Excel in World of Change	1
MSD	134	Who Moved My Cheese	1
MSD	140	Management Workshops	1
MSD	141A	The Time Stress Communication Triangle	1
MSD	148	Asserting Yourself in the Workplace	1
MSD	150	Listening Skills	1
MSD	151	Dealing with Difficult People	1
MSD	157	Conflict Management	1
MSD	159	Stress Control	1
MSD	160A	Communication Styles	1
MSD	161	Customer Relations	1
MSD	162	Coping with Angry Feelings and Angry People	1
MSD	164	Better Memos and Letters	1
MSD	174	Time Management	1
MSD	174B	Leadership & Effective Decision Making	1
MSD	175B	Direct Communication in the Workplace	1
MSD	176	Nonverbal Communication	1
MSD	176A	Interpersonal Communication	1
MSD	177	Team Building	1
MSD	177B	Coaching Great Performance	1
MSD	179B	Avoid Burnout: Build Resilience	1
MSD	180A	Goal Setting and Productivity	1
MSD	187	Humor in the Workplace	1
MSD	188B	Self Management for Success	1
MSD	192A	Project Management	1

MSD	193	Self Esteem the Key to Success	1
MSD	193A	Leadership Skill Development	1
MSD	194	Effective Presentation Skills	1
MSD	198A	Male/Female Communication Style Differences	1
MSD	198B	Exploring 7 Habits of Highly Effective People	1

A maximum of 9 1-credit workshops/courses may be used toward a program award, certificate or degree.

PROGRAM AWARDS

MANAGEMENT/SUPERVISORY DEVELOPMENT

Minimum of 18 credits of management/supervisory development courses are required: 6 credit hours of core courses, MSD 101, and MSD 111, MSD 105 and MSD 206 and 6 credit hours from other MSD offerings.

CHANGE/INNOVATION MANAGEMENT

Minimum of 18 credits to include MSD 101,121,130,116,133 and 7 other MSD credits.

CONFLICT MANAGEMENT

Minimum of 18 credits to include MSD 105, 130, 206, 157 and 8 additional MSD credits.

LEADERSHIP

Minimum of 18 credits to include MSD 101, 105,107, MSD1 2 1 and 6 additional MSD credits.

PROJECT MANAGEMENT

Minimum of 18 credits are required: 12 credit hours of core courses, MSD 105, 123A, 174, 279 and CAS 220. and an additional 6 credits selected from the following courses: BA 255, CIS 245, MSD 121, 116, 177, 177B

CUSTOMER SERVICE MANAGEMENT

Minimum of 18 credits to include MSD 105,115,116,117,151 and 7 additional MSD credits.

HUMAN RESOURCE MANAGEMENT

Minimum of 18 credits to include MSD 105, 222, 223,115, and 6 additional MSD credits.

COURSE DESCRIPTIONS

MSD 101 Principles of Management and Supervision 3.00 Discusses concepts and practices of fundamental supervisory skills such as planning, staffing, communication, ethics, leadership, impact of technology, training, conflict management, problem solving, quality improvement, safety management and performance reviews. Audit available.

MSD 105 Interpersonal Communication 3.00 Discusses how principles of interpersonal communication operate in everyday life such as: communication processes, barriers and misconceptions; impact of cultural values and norms; influences of perception and judgment; communication and self talk; creating and responding to messages; characteristics of nonverbal communication and their impact; listening effectively; identifying and controlling emotions; developing an effective communications climate; and effectively managing conflict. Audit available.

MSD 107 Organizations & People 3.00 This course is about how individual, group, and organizational characteristics influence each other. Included are personality development as it affects group and organizational interactions; interpersonal and work group processes; job design, organizational structure and culture. Audit available.

MSD 110 Gender Conflict Resolution 1.00 This 10-hour workshop examines gender and multi-cultural communication. The material includes identifying and evaluating sources of conflict and developing strategies and skills to positively manage and resolve conflicts. Audit available.

MSD 111 Corresponding Effect at Work 3.00 Discusses the necessary communication tools and how to use them in a variety of ways such as: writing letters, memos, performance reviews, reports and brochures relating to job situations. Audit available.

MSD 113 Influence Without Authority 1.00 Participants will learn to clearly distinguish between the terms power, influence and authority. Topics include: effective listening, lateral relationships in the workplace, influencing peers, influencing one's supervisor, mutual exchange, rules of reciprocity, knowing yourself and your allies, and building relationships. Audit available.

MSD 115 Improving Work Relations 3.00 Discusses management techniques, methods and strategies for helping managers, aspiring managers and staff professionals step out from the "crowd of look-a-likes." Topics include improving individual effectiveness, developing interpersonal relationships, functions of work groups, multi-cultural relations, productivity and quality at the organizational level. Audit available.

MSD 116 Creative Thinking for Innovative Change 1.00 In today's- and tomorrow's- unpredictable and increasingly challenging world, we must make a fundamental choice: to be changed, inevitably, by the forces churning around us, or to be the change-leader through innovative actions. Learn how to jump-start your own creative, innovative thinking. Audit available.

MSD 117 Customer Relations 3.00 Discusses the importance of customer relations. Emphasis on techniques for effective customer service. Explores setting the stage, analyzing and developing customer service policies, listening, handling problems and concerns, building a team and growing a business. Audit available.

MSD 119A Intercultural Communication 1.00 Identifies sources of common cultural misunderstandings. Helps solve basic interpersonal challenges through discussion, video, and practice. Gives resources to improve relationships. Audit available.

MSD 121 Leadership Skill Development 3.00 Discusses new leadership theories and paradigm shifts and strategies for leading others and managing yourself. Topics include strategies for developing organizational visions, communication with clear meaning, developing trust through positioning, creating the learning organization, and sharing leadership through empowerment. Audit available.

MSD 122 Motivation Without Manipulation 1.00 This 10-hour workshop will focus on setting a climate for intrinsic motivation. Topics include organizational theories and their impact, ranking needs in the workplace, delegation obstacles to motivation, recognition systems and emotional intelligence. Audit available.

MSD 122A Strength Based Leadership 1.00 Examines personal strengths and explores how a strengths focus may be applied to leadership roles both personally and professionally. Enhances understanding of personal strengths and how these ideas can be used in leadership to develop and make the most of the strengths of others. Audit available.

MSD 123 Job Search Strategies 1.00 This 10-hour workshop explores strategies for finding the "right" job. Includes self-discovery, goal-setting, prospecting, networking, resume-writing, interviewing, career-planning, and self-marketing skills. Audit available.

MSD 123A Innovation and New Products 1.00 Examines the impact of change, innovation, and technology on an organization's ability to thrive and be competitive. Explores innovation which involves the actions and activities of people directed at changing their organizations and their business environments. Introduces how to create a comprehensive business proposal for innovation, which addresses either strategic or tactical objectives of the organization. Audit available.

MSD 128 Crisis Intervention: Handling the Difficult Person 1.00 This workshop will discuss the phases of situation crisis intervention. Topics include techniques for approaching and handling the difficult person, the potentially dangerous person, and the potentially volatile situation. Audit available.

MSD 130 Creative Problem Solving 3.00 Covers creative problem solving and thinking, steps in the creative problem-solving process, right and left brain thinking, ambiguity and imagination, overcoming barriers to creative thinking, synthesis, and applying creative problem-solving to the organization. Audit available.

MSD 133 Brave New Workplace: Strategies to Excel in World of Change 1.00 Discover tools and strategies to cultivate creative thinking your competitive edge in these turbulent, exciting times. We are surrounded by simple, obvious solutions that can dramatically increase our income, power influence and ultimately, long-term success. Our challenge is to see them! Audit available.

MSD 134 Who Moved My Cheese 1.00 Change is constant, it's all around us and it's inevitable. This class on transition and change is based on the #1 best seller business book by Spencer Johnson, M.D. called Who Moved My Cheese. This course is fun learning and it positively equips people to better understand and grow from change. Audit available.

MSD 140 Management Workshops 1.00 Management Workshops This workshop focuses on a wide range of management issues: maintaining quality, building teams, setting ethical standards, managing diversity, implementing technology, maintaining an effect organization, balancing authority and leadership, problem solving and decision making. Audit available.

MSD 148 Asserting Yourself in the Workplace 1.00 This workshop looks at three typical types of human behavior and focus on assertiveness. Particular attention given to creating appropriate situations for assertive behavior to occur and opportunities for skill practice also provided. Audit available.

MSD 150 Listening Skills 1.00 Acquire an understanding of the techniques of active listening and communication skills. Communication techniques such as the perception check, interpretive listening, paraphrasing and questioning will be presented, and opportunity to practice these skills included. Audit available.

MSD 151 Dealing with Difficult People 1.00 This 10-hour workshop explores ideas for coping successfully with difficult people and situations. The basic psychology and personal styles of difficult interactions is examined. Specific techniques for dealing with difficult encounters and enhancing relationships are discussed along with hands-on application. Audit available.

MSD 157 Conflict Management 1.00 This 10-hour workshop examines common causes of conflict and developing approaches for managing conflict for positive results. Content includes learning practical on-the-job techniques for working through conflict such as "cooperative conflict," dealing with anger, and prevention ideas. Audit available.

MSD 159 Stress Control 1.00 This 10-hour workshop focuses on understanding your own signs of stress. Includes techniques for preventing stress, identifications of personality factors and interpersonal factors related to stress, and job burnout. Audit available.

MSD 160A Communication Styles 1.00 Concentrates on understanding various communication styles including differences in perspectives, styles, beliefs and feelings. Discussion includes building relationships at home, work and in communities with a wide range of people. Audit available.

MSD 161 Customer Relations 1.00 This 10-hour workshop discusses the principles of effective customer relations. Topics include identifying and responding to customer needs, dealing with difficult customers, developing a positive customer climate, building effective verbal and nonverbal communication skills. Audit available.

MSD 162 Coping with Angry Feelings and Angry People 1.00 This 10-hour workshop focuses on how to cope more effectively and constructively with angry feelings. Also includes understanding the impact anger has on ourselves and others; learning how to gain control over our reaction to anger-provoking situations; and converting angry feelings into positive action. Audit available.

MSD 164 Better Memos and Letters 1.00 This 10-hour workshop teaches effective writing skills for the work place. Topics include learning how to begin writing and when to stop, becoming more efficient and confident, learning what to include and what to avoid in memos and letters. Audit available.

MSD 174 Time Management 1.00 This 10-hour workshop focuses on learning how to evaluate time usage to make it more efficient and more effective. Topics include developing awareness of how we use our time, understanding productivity, developing a time management system, protecting our time, and additional time management tips. Audit available.

MSD 174B Leadership & Effective Decision Making 1.00 Covers historic examples, characteristics and styles of leadership. Participants will explore leadership activities in public and private organizations; investigate opportunities to exercise personal leadership skills, contribute to group leadership situations and discuss the impact of moral and ethical factors in decision making. Audit available.

MSD 175B Direct Communication in the Workplace 1.00 This 10-hour workshop focuses on various communication situations (both verbal and written) in the workplace. Topics include putting oneself in the receiver's shoes, understanding what the listener's hear, adapting messages to enhance the receiver's understanding, and focusing on the results the sender wants to achieve. Audit available.

MSD 176 Nonverbal Communication 1.00 This 10-hour workshop discusses the impact non-verbal communication has on understanding the message. Topics include body language, eye contact, attire, and manner of presentation and cultural differences. Audit available.

MSD 176A Interpersonal Communication 1.00 This 10-hour workshop explores a practical approach to understanding interpersonal communication. Topics include techniques for active listening, methods for conflict resolution, and learning techniques for becoming "other person" focused. Audit available.

MSD 177 Team Building 1.00 Discusses what team building is, why it is important, how to start it, how to manage the team building process, 12 components of generating team building development, and some selected tools for team building. Audit available.

MSD 177B Coaching Great Performance 1.00 Centers on how to effectively work with people in a helping relationship. Introduction to coaching and gaining hands-on experience being and working with a client. Coaching helps clients examine the way they do things as well as what they do. Build your coaching skills by focusing on five key principles of coaching: coaching listening, powerful inquiry, creating choice, balance and fulfillment. Audit available.

MSD 179B Avoid Burnout: Build Resilience 1.00 Explores symptoms of the five distinct and sequential stages of burnout; the three major areas of negative stress; the relationship between stress and burnout; the five distinct and interrelated characteristics of personal resilience; and the application of coping skills, antidotes and resilience to avoid burnout. Audit available.

MSD 180A Goal Setting and Productivity 1.00 This 10-hour workshop focuses on steps for setting goals and successfully completing them. Includes the SMART goal approach, the benefits of setting goals, identifying and overcoming obstacles, and creating achievable, small steps. Audit available.

MSD 187 Humor in the Workplace 1.00 Concentrates on the rediscovery of laughter and humor through situational humor to re-build human connection, improve individual health, kindle creativity, and establish perspective in a work world confused by strategies such as downsizing, reengineering, outsourcing, etc. Participants should be forewarned that sporadic laughter is entirely possible. Audit available.

MSD 188B Self Management for Success 1.00 We can't manage others effectively until we learn to manage ourselves. This course helps you identify your road-blocks to success—including the "too much to do, too little time" syndrome, excessive stress, unclear goals, and unproductive work patterns—and provides strategies to change these habits. You will gain a new sense of enthusiasm as you redirect your energy and take a new approach to your work. Audit available.

MSD 192A Project Management 1.00 Provides both the tools and behavioral skills necessary to manage any project successfully. All steps of the project cycle are modeled with opportunities for participants to practice each step. Participants will learn to increase productivity, present a project activity plan using professional tools and develop project team building skills. Audit available.

MSD 193 Self Esteem the Key to Success 1.00 This 10-hour workshop focuses on the cornerstone of behavior: self-esteem. Topics include learning how self-esteem affects our relationships, our ability to solve problems and set goals, our work performance, and our health. Emphasizes understanding the importance of maintaining a healthy self-esteem when handling conflict and many major dilemmas common to modern life. Audit available.

MSD 193A Leadership Skill Development 1.00 Leadership is an essential part of running a quality organization. Learn about the various facets that define leadership today. Audit available.

MSD 194 Effective Presentation Skills 1.00 This 10-hour workshop focuses on preparing participants for giving an effective presentation. Topics include selecting topics, analyzing the audience, developing ideas, selecting and using visual aids, handling questions and overcoming objections. Each participant will give a presentation during the session. Audit available.

MSD 198A Male/Female Communication Style Differences 1.00 Understanding the other's ways of talking is a giant leap across the communication gap between women and men and a giant step toward opening lines of communication. Audit available.

MSD 198B Exploring 7 Habits of Highly Effective People 1.00 Each of Dr. Covey's 7 Habits is rich in life-helpful ideas. This class explains how to apply them to your day. Practical tips on stress control, conflict resolution, time management and communication are discussed. Audit available.

MSD 200 Organizations and Social Responsibility 3.00 Explores the changing relationships and responsibilities between organizations and their various stakeholders. Includes social and ethical issues of the community in which the company exists, employee rights and diversity, global corporate citizenship, role of government oversight of business, environmental issues, and consumer protection. Audit available.

MSD 202 Training the Employee 3.00 Develops practical perspective of training as an organizational resource. Includes ways people learn, identifying employee training development requirements, developing objectives, designing lesson plans, evaluation criteria, developing strategy, alternatives to training, and practicum. Audit available.

MSD 206 The Troubled Employee 3.00 Reviews the factors contributing to the development of the troubled employee. Includes identifying potential troubled employee work habits and attitudes (e.g. absenteeism, tardiness, sudden personality change), Employee Assistance Programs and possible community assistance agencies. Audit available.

MSD 216 Budgeting for Managers 3.00 Covers budgeting vocabulary, finance principles, record keeping techniques, cash management, cash budgeting and capital budgeting. Recommended: Work-related budgeting experience. Audit available.

MSD 222 Human Resource Management: Personnel 3.00 Covers personnel operations, human resource planning, job design and job analysis, recruitment and equal employment opportunity, and job selection and placement. Audit available.

MSD 223 Human Resource Management: Performance and Compensation 3.00 Covers performance appraisal, indirect compensation programs, improving productivity and quality of work life, employee rights and collective bargaining. Audit available.

MSD 279 Project Management - Intro 4.00 Examines essential strategies and methods for managing projects. Applies concepts to creating model projects using a step-by-step methodology, building project charters, and developing overall project plans. Explores incorporating projects into strategic growth objectives, using project management tools, and demonstrating project presentation skills. This course is the foundation course of the Project Management series that includes CAS 220, CIS 245, and BA 255. Project Management is a broad term that can include many areas of a business. Audit available.

MSD 280A Cooperative Education: Management and Supervisory Development 3.00 Designed to permit a student in concert with an organization to combine new on-the-job supervisory work experience with concepts and skills learned in supervisory classes and in the process become a greater asset to the organization. Department permission required. Audit available.

MSD 280B Cooperative Education: Management and Supervisory Development- Seminar 1.00 Designed as a one credit hour seminar in which the student will learn how to prepare and deliver a work-related plan. Skills learned will be directly related to these activities. Includes a visit by the instructor to the work site and a discussion of the project with the student's supervisor as well as the student. Audit available.

MSD 298 Trends in Management and Supervision Examines specific topics of current interest not necessarily covered in other Management/Supervisory Development classes but related to the changing management field. Investigate different topics earning from 1 to 6 credits depending on the length of the class. Other workshop descriptions are available by calling the Management and Supervisory Development Department. Audit available.