## Portland Community College

### Management/Supervisory Development Program 2017-2018

<table>
<thead>
<tr>
<th>CLIENT SERVICES CERTIFICATE</th>
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<th>CERTIFICATE: 1-Year</th>
<th>DEGREE: AAS</th>
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<tbody>
<tr>
<td>Customer Service Professional 16 credits</td>
<td>Customer Service Management 28 credits</td>
<td>Management/Supervisory Development 45 credits</td>
<td>Associate Applied Science MSD 90 credits</td>
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- **MSD 105**: Workplace Communication
- **MSD 107**: Orgs & People
- **MSD 113**: Influence w/o Authority
- **MSD 117**: Customer Relations
- **CIS 120**: Computer Concepts or BA 131 Business Technology

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<td>MSD offers a comprehensive Associate of Applied Science Degree (AAS), several certificates and Professional Program Awards.</td>
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### Who is it for?
- Students wanting to earn a degree or certificate and working individuals who wish to increase professional skills.

### What do you get?
- Build skills that can help advance your career in supervisory or managerial roles. Experience unique instruction in supervisory skills. Option to earn credit for preapproved work projects through Co-op Education.

### Who are the instructors?
- Professionals with extensive experience working in management, coaching or consulting.

### What are the required competencies?
- In addition to required courses in the program of study, students must meet MTH 58 or 60/65 and WR 121 competencies.

### What are the skills?
- Leadership, Project Management, Principles of Supervision, Team Building, Innovation, Conflict Resolution, Continuous Improvement, Cultural Competence, Budgeting, Time Management, Goal Setting, Communication, Creative Problem Solving, Creative Thinking, Working with Difficult People, using Influence without Authority, Assertiveness, Avoiding Burnout, and more.

### When are classes offered?
- All degree requirements are offered online! We also offer half-day classes on Fridays and Saturdays, full-day classes on Saturdays, and occasional evening classes.

### Where are classes offered?
- The evening and 4-day classes on Saturdays, full day classes on Saturdays, and occasional evening classes.

### How do I get started?
- First: Apply for admissions on the PCC web site: [www.pcc.edu](http://www.pcc.edu), and complete the math and writing competency process.
- Second: Contact the MSD Department Chair/Advisor: rebecca.robinson@pcc.edu.

### Recommended courses:
- ENGL 101 Composition
- ENGL 121 Writing
- ENGL 131 Business Technology
- CIS 120 Computer Concepts or BA 111 Intro to Accounting
- BA 111 Intro to Accounting (prereq.MTH20)
- BA 111 Intro to Accounting or 211 Principles of Accounting
- BA 225 Business Law
- CIS 120 Computer Concepts or BA 131 Business Technology
- Writing 121 English Composition
- Support Electives 11 credits
- General Education (4 credits for 16 credits)

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**http://www.pcc.edu/programs/management-training**

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