

MANAGEMENT/ SUPERVISORY DEVELOPMENT

pcc.edu/programs/management-training
pcc.edu/career/pathways

CAREER AND PROGRAM DESCRIPTION

The Management/Supervisory Development Department offers a comprehensive, experiential program designed for students and professionals to increase their supervisory, management, and leadership skills. Interacting with instructors who are currently managers or consultants, participants develop cutting-edge business practices that prepare them for job acquisition, retention, and advancement in managerial and supervisory careers. Graduates are prepared to perform functions such as self-management, goal setting, time management, workplace interpersonal communication, conflict resolution, leading and motivating teams, effective customer service, transformational leadership, continuous improvement, supply chain management, and project management.

AAS Degree graduates transfer to Oregon Institute of Technology, George Fox College, and Warner Pacific College, among others. 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 in a variety of formats, which include distance learning, evening classes on campus, half-day classes of Fridays, and half-day and full-day Saturday classes. The entire degree can be completed online. Consult a program advisor regarding PCC credit for on-the-job projects (Co-op Ed), or formal training at non-accredited institutions.

DEGREES AND CERTIFICATES OFFERED

ASSOCIATE OF APPLIED SCIENCE DEGREE

Management/Supervisory Development

ONE-YEAR CERTIFICATE

Management/Supervisory Development

LESS THAN ONE-YEAR: CAREER PATHWAY CERTIFICATES

Client Services Professional
Client Services Manager

Academic Prerequisites

- None

Academic Requirements

- Degree seeking students must complete with a grade of "C" or "P" or better MTH 58, MTH 63 or MTH 65, or higher or equivalent placement test score.

Non-Academic Prerequisites

- None

Non-Academic Requirements

- None

MANAGEMENT/SUPERVISORY DEVELOPMENT AAS DEGREE

Minimum 93 credits. Students must also meet Associate Degree Comprehensive Requirements and Associate of Applied Science Requirements. Students must complete a total of four courses of General Education. Some courses specified within the program may be used as General Education. In addition to required courses in

the program of study, students must satisfy MTH 58/65 competency. Students should consult with program advisors for course planning.

Management/Supervisory Degree Courses

Code	Title	Credits
BA 211	Principles of Financial Accounting (BA211=BA211Z) ^Z	4
or BA 111	Introduction to Accounting	
BA 218	Personal Finance	4
BA 226	Business Law I	4
CIS 120	Digital Literacy	4
or BA 131	Introduction to Business Technology	
MSD 101	Principles of Management and Supervision	3
MSD 105	Workplace Communication Skills	3
MSD 107	Organizations & People	3
MSD 115	Improving Work Relations	3
MSD 117	Customer Relations	3
MSD 121	Leadership Skill Development	3
MSD 200	Organizations and Social Responsibility	3
MSD 206	The Troubled Employee	3
MSD 222	Human Resource Management: Personnel	3
MSD 223	Human Resource Management: Performance and Compensation	3
MSD 279	Project Management - Intro	4
MSD 279A	Workplace Quality Improvement	3
WR 121	Composition I (WR121=WR121Z) ^Z	4
WR 227	Technical Writing (WR227=WR227Z) ^Z	4
or BA 205	Business Communication Using Technology	
MSD Program/Workshop Electives		10
MSD Support Electives		10
General Education: 4 courses		
Total Credits		93

Z

This course is part of Oregon Common Course Numbering. The following courses are equivalent:

- BA 211 and BA 211Z
- WR 121 and WR 121Z
- WR 227 and WR 227Z

MANAGEMENT/SUPERVISORY SUPPORT ELECTIVES

Code	Title	Credits
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 BA, EC, HE, PE and any CTE courses not found within the course of study for the degree.¹

1

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

MANAGEMENT/SUPERVISORY PROGRAM/ WORKSHOP ELECTIVES

Code	Title	Credits
BA 101	Introduction to Business (BA101=BA101Z) ^Z	4

MANAGEMENT/SUPERVISORY DEVELOPMENT

MANAGEMENT/SUPERVISORY DEVELOPMENT

BA 150	Intro to Entrepreneurship	4
CAS 133		4
CAS 220		3
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 130	Creative Problem Solving	3
MSD 134	Leading Changes at Work	1
MSD 138A	Male/Female Communication Differences	1
MSD 138B	Better Habits, Better Results	1
MSD 141A	The Time-Stress-Communication Triangle	1
MSD 142B	Thriving in Transition	1
MSD 148	Asserting Yourself in the Workplace	1
MSD 150	Listening Skills	1
MSD 151	Working with Difficult People	1
MSD 157	Constructive Conflict Skills	1
MSD 159	Stress Control	1
MSD 160A	Communication Styles	1
MSD 161		1
MSD 162	The Art of Anger Management	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 179C	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 Using PowerPoint	2
MSD 202		3
MSD 203	Emotional Intelligence in Work	3
MSD 224		4
MSD 225		4
MSD 226		4
MSD 227	Global Sourcing & Product Development	3
MSD 228	Production Planning	3
MSD 280A	Coop.Ed.: Management and Supervisory Development	3
MSD 280B	Coop. Ed.: Management and Supervisory Development- Seminar	1

Z
This course is part of Oregon Common Course Numbering. The following courses are equivalent:
BA 101 and BA 101Z

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

ONE-YEAR CERTIFICATE

Management/Supervisory Development (p. 2)

LESS THAN ONE-YEAR: CAREER PATHWAY CERTIFICATES

Client Services Professional (p. 3)
Client Services Management (p. 3)

MANAGEMENT/SUPERVISORY DEVELOPMENT ONE-YEAR CERTIFICATE

Minimum 46 credits. Students must meet all certificate requirements.

Management/Supervisory Certificate Courses

Code	Title	Credits
BA 211	Principles of Financial Accounting (BA211=BA211Z) ^{§,1,Z}	3
or BA 111	Introduction to Accounting	
BA 218	Personal Finance	4
CIS 120	Digital Literacy	4
or BA 131	Introduction to Business Technology	
MSD 101	Principles of Management and Supervision	3
MSD 105	Workplace Communication Skills [§]	3
MSD 107	Organizations & People	3
MSD 115	Improving Work Relations [§]	3
MSD 200	Organizations and Social Responsibility	3
MSD 206	The Troubled Employee	3
MSD 222	Human Resource Management: Personnel	3
WR 121	Composition I (WR121=WR121Z) (or any WR course for which WR 121 is a prerequisite.) ^Z	4
WR 227	Technical Writing (WR227=WR227Z) ^Z	4
or BA 205	Business Communication Using Technology	
MSD Program/Workshop Electives		7
Total Credits		47

§
Course contains Related Instruction and cannot be substituted with another course; Related Instruction details can be viewed here.

1

Must choose BA 211 or BA 111. No other options can be used.

Z

This course is part of Oregon Common Course Numbering. The following courses are equivalent:
BA 211 and BA 211Z
WR 121 and WR 121Z
WR 227 and WR 227Z

MANAGEMENT/SUPERVISORY PROGRAM/WORKSHOP ELECTIVES

Code	Title	Credits
BA 101	Introduction to Business (BA101=BA101Z) ^Z	4

MANAGEMENT/SUPERVISORY DEVELOPMENT

MANAGEMENT/SUPERVISORY DEVELOPMENT

BA 150	Intro to Entrepreneurship	4
CAS 133		4
CAS 220		3
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 130	Creative Problem Solving	3
MSD 134	Leading Changes at Work	1
MSD 138A	Male/Female Communication Differences	1
MSD 138B	Better Habits, Better Results	1
MSD 141A	The Time-Stress-Communication Triangle	1
MSD 142B	Thriving in Transition	1
MSD 148	Asserting Yourself in the Workplace	1
MSD 150	Listening Skills	1
MSD 151	Working with Difficult People	1
MSD 157	Constructive Conflict Skills	1
MSD 159	Stress Control	1
MSD 160A	Communication Styles	1
MSD 161		1
MSD 162	The Art of Anger Management	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 179C	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 Using PowerPoint	2
MSD 202		3
MSD 203	Emotional Intelligence in Work	3
MSD 224		4
MSD 225		4
MSD 226		4
MSD 227	Global Sourcing & Product Development	3
MSD 228	Production Planning	3
MSD 280A	Coop.Ed.: Management and Supervisory Development	3
MSD 280B	Coop. Ed.: Management and Supervisory Development- Seminar	1

Z

This course is part of Oregon Common Course Numbering. The following courses are equivalent:
BA 101 and BA 101Z

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

CLIENT SERVICES PROFESSIONAL CAREER PATHWAY CERTIFICATE

Minimum 16 credits. Students must meet all certificate requirements. The Customer Service Professional Certificate is a Career Pathway.

Client Services Professional Certificate Courses

Code	Title	Credits
CIS 120	Digital Literacy	4
or BA 131	Introduction to Business Technology	
MSD 105	Workplace Communication Skills	3
MSD 107	Organizations & People	3
MSD 113	Influence Without Authority	1
MSD 117	Customer Relations	3
MSD 151	Working with Difficult People	1
MSD 174	Time Management	1
Total Credits		16

CLIENT SERVICE MANAGEMENT CAREER PATHWAY CERTIFICATE

Minimum 28 Credits. Students must meet all certificate requirements. The Customer Service Management Certificate is a Career Pathway. It Includes 16 credits of Customer Service Professional Certificate courses.

Client Services Management Certificate Courses

Code	Title	Credits
CIS 120	Digital Literacy	4
or BA 131	Introduction to Business Technology	
MSD 101	Principles of Management and Supervision	3
MSD 105	Workplace Communication Skills	3
MSD 107	Organizations & People	3
MSD 113	Influence Without Authority	1
MSD 115	Improving Work Relations	3
MSD 116	Creative Thinking for Innovative Change	1
MSD 117	Customer Relations	3
MSD 121	Leadership Skill Development	3
MSD 151	Working with Difficult People	1
MSD 157	Constructive Conflict Skills	1
MSD 174	Time Management	1
MSD 177	Team Building	1
Total Credits		28