

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 | 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 |

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

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

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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 | 4 |
| BA 150 | Intro to Entrepreneurship | 4 |
| CAS 133 | | 4 |

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| CAS 220 | | |
| MSD 110 | Gender Conflict Resolution | |
| MSD 113 | Influence Without Authority | |
| MSD 116 | Creative Thinking for Innovative Change | |
| MSD 119A | Intercultural Communication | |
| MSD 122 | Motivation Without Manipulation | |
| MSD 122A | Strength Based Leadership | |
| MSD 123 | Job Search Strategies | |
| MSD 123A | Innovation and New Products | |
| MSD 128 | Crisis Intervention: Handling the Difficult Person | |
| MSD 130 | Creative Problem Solving | |
| MSD 134 | Leading Changes at Work | |
| MSD 138A | Male/Female Communication Differences | |
| MSD 138B | Better Habits, Better Results | |
| MSD 141A | The Time-Stress-Communication Triangle | |
| MSD 142B | Thriving in Transition | |
| MSD 148 | Asserting Yourself in the Workplace | |
| MSD 150 | Listening Skills | |
| MSD 151 | Working with Difficult People | |
| MSD 157 | Constructive Conflict Skills | |
| MSD 159 | Stress Control | |
| MSD 160A | Communication Styles | |
| MSD 161 | | |
| MSD 162 | The Art of Anger Management | |
| MSD 174 | Time Management | |
| MSD 174B | Leadership & Effective Decision Making | |
| MSD 175B | Direct Communication in the Workplace | |
| MSD 176 | Nonverbal Communication | |
| MSD 176A | Interpersonal Communication | |
| MSD 177 | Team Building | |
| MSD 177B | Coaching Great Performance | |
| MSD 179B | Avoid Burnout: Build Resilience | |
| MSD 180A | Goal Setting and Productivity | |
| MSD 187 | Humor in the Workplace | |
| MSD 188B | Self Management for Success | |
| MSD 192A | Project Management | |
| MSD 193 | Self Esteem the Key to Success | |
| MSD 193A | Leadership Skill Development | |
| MSD 194 | Effective Presentation Skills Using PowerPoint | |
| MSD 202 | | |
| MSD 203 | Emotional Intelligence in Work | |
| MSD 224 | Fundamentals of Supply Chain Management | |
| MSD 225 | Global Logistics & Distribution | |
| MSD 226 | Inventory & Material Management | |
| MSD 227 | Global Sourcing & Product Development | |
| MSD 228 | Production Planning | |
| MSD 280A | Coop.Ed.: Management and Supervisory Development | |
| MSD 280B | Coop. Ed.: Management and Supervisory Development- Seminar | |

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)

3 LESS THAN ONE-YEAR: CAREER PATHWAY CERTIFICATES

- 1 Client Services Professional (p. 3)
- 1 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 ^{§1} | 3 |
| or BA 111 | Introduction to Accounting | |
| 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 203 | Emotional Intelligence in Work | 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 | | 46 |

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

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

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

- WR 121 and WR 121Z
- WR 227 and WR 227Z

MANAGEMENT/SUPERVISORY PROGRAM/WORKSHOP ELECTIVES

| Code | Title | Credits |
|----------|---|---------|
| BA 101 | Introduction to Business | 4 |
| 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 |

MANAGEMENT/SUPERVISORY DEVELOPMENT

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|----------|--|---|
| 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 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 Using PowerPoint | 2 |
| MSD 202 | | 3 |
| MSD 203 | Emotional Intelligence in Work | 3 |
| MSD 224 | Fundamentals of Supply Chain Management | 4 |
| MSD 225 | Global Logistics & Distribution | 4 |
| MSD 226 | Inventory & Material Management | 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 |

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 |

MANAGEMENT/SUPERVISORY DEVELOPMENT

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|---------------|-------------------------------|----|
| MSD 117 | Customer Relations | 3 |
| MSD 151 | Working with Difficult People | 1 |
| MSD 174 | Time Management | 1 |
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| 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 |
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| Total Credits | | 28 |