

North Central Michigan College

NCMC MASTER COURSE SYLLABUS

Last Date Revised 5/9/11

INSTRUCTIONAL AREA: Occupational

DEPARTMENT: Business

ASSOCIATE DEAN: Pete Olson, Ph.D.

ORIGINATOR: Pat Duffy/Robert Marsh

DEAN OF INSTRUCTION: Christine Hammond, Ph.D.

COURSE ALPHA/NUMBER: B 152

COURSE TITLE: Leadership Essentials

HOURS OF INSTRUCTION: 4

Credit hours: 4

Lecture: 4

Lab: 0

Clinical: 0

Variable Hours: 0

Total Hours of Instruction: 4

Total Contact Hours: 70.4

(Total Contact Hours Formula: (lecture hours + lab hours) x 17.6

CATALOG DESCRIPTION:

Designed for employees who are interested in furthering their communication and management skills to help them move into a supervisor/management position or for current supervisors/managers who would like to advance in their organization.

PREREQUISITE(S): None

COREQUISITE(S): None

GENERAL EDUCATION DISTRIBUTION AREA:

Communications, Writing

Natural Science Group A

Communications, Communications

Natural Science Group B

Humanities Group A

Social Science Group A

Humanities Group B

Social Science Group B

Mathematics

Non Applicable

GENERAL EDUCATION OUTCOMES:

Write and Speak Effectively

Think Critically & Analytically

Write & Speak Effectively and Think Critically & Analytically

Non Applicable

COURSE OBJECTIVES AND OUTCOMES:

- Demonstrate communication skills that are essential to success in leadership roles.
- Encourage and develop Team Members through performance management and coaching processes.
- Implement and practice project management expertise.
- Recognize the changes and responsibilities a manager must have to produce optimal results when stepping into a new leadership role.
- Define and demonstrate how to enhance the level of customer satisfaction.
- Recognize examples of the criteria for successful project managing
- Recognize the steps of the Planning phase of project management
- Sequence the stages in the management decision-making process
- Identify the five core functions of management

METHODS OF INSTRUCTION: Lecture, in-class projects and assignments, homework, case studies

METHODS OF EVALUATION: Attendance and participation, papers, presentations, homework assignments, exam

REQUIRED TEXT AT TIME OF COURSE ADOPTION/REVISION:

TEXTS:

SoftSkills online resources

OPTIONAL SUPPLEMENTARY MATERIALS: None

Reasonable accommodations can be provided for students with documented disabilities. Please contact Learning Support Services for assistance: (231)348-6817.

COURSE CONTENT AND MODULES

Communication module

- Interpersonal Communication
 - Communicating with confidence
 - Targeting your message
 - Listening essentials
- Business Writing
 - Know your readers and your purpose
 - How to write clearly and concisely
- E-mail
 - Guidelines for effective e-mails,
 - Elements of e-mail,
 - Keeping e-mails concise,

- Best practices for forwarding, replying and copying e-mails

Performance Management module

- The fundamentals of problem solving
- Working with difficult people
 - How to work with negative people
 - How to work with aggressive people
- Problem performance identification and prevention
- Motivating employees, creating your own leadership plan
- Time management – analyzing your use of time and avoiding time stealers

Project Management module

- Generating Creative and Innovative Ideas
- Maximizing Team Creativity
 - Characteristics of a Creative Environment
 - Brainstorming Techniques
- Project Management Fundamentals
- Transition into a Project Management Role
 - Transitioning to project manager
 - Stages of team development
 - Managing development of a project team

Transition Management module

- Taking on a Management Role
 - What is management?
 - Demands and constraints of the role
 - The complexities of management
- Becoming a Manager: Responsibilities and Fears
 - People and Performance
 - Establishing credibility
 - Having sufficient knowledge
- Becoming a Manager: Leading and Communicating
 - Impact of leadership
 - Leadership role
 - Informing and advising
 - Attending and holding effective meetings
 - Effective business presentations