

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 222

COURSE TITLE: Leadership Development I

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:

A course for employees who are ready to lead within the organization. It focuses on communication and human resource management and is designed for employees already in management positions or for those who have successfully completed B 152.

PREREQUISITE(S): B 152

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:

- Integrate communication knowledge and develop interaction skills.

- Demonstrate overview-level knowledge of relevant employment law.
- Demonstrate effective coaching and nurturing skills to enhance Team Member performance.
- Employ the techniques needed to find and hire the right Team Member.
- Develop the attributes needed to receive, digest and respond properly to a variety of guest situations.
- Recognize and plan growth within your career.
- Recognize and apply the methods, procedures, and techniques to run a project efficiently.
- Describe the basic principles and techniques for the management and distribution of financial resources.
- Summarize Porter's competitive positioning model.
- Recognize and classify examples of techniques for influencing people.
- Be able to create the work breakdown structure (WBS)
- Analyze and summarize the benefits of using financial management to support organizational success.
- Demonstrate an understanding of the value of managing financial risk in business.

METHODS OF INSTRUCTION: Lecture, in-class exercises, case studies, project and homework

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

REQUIRED TEXT AT TIME OF COURSE ADOPTION/REVISION:

TEXTS: SkillSoft online resources

OPTIONAL SUPPLEMENTARY MATERIALS:

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

- Using e-mail effectively
- Business Writing: How to write clearly and concisely
- Interpersonal Communication
 - Listening essentials
 - Communicating assertively
 - Being approachable
- Workplace conflict: Strategies for resolving conflicts

- Negotiation Essentials: Planning for negotiation
- Leading Teams: Building trust and commitment

Employment Law module

- Fair Employment Statute
- Rightful Employment Termination
- Workplace violence
- Conflict of Interest in the workplace
- Privacy and Information security
- FMLA: An overview of legally protected leave
- Integrity in the workplace
- Managing workplace harassment complaints
- Interviewing and hiring practices

Performance Management module

- Problem performance improvement
- Addressing problem performance
- Assessing performance continuously
- Performance reviews
- Managing change: Dealing with resistance to change
- Leadership Essentials
 - Leading change
 - Creating your own leadership plan
- Working with difficult people
 - How to work with negative people
 - How to work with procrastinators
 - How to work with manipulative people
- An essential guide to giving feedback
- Giving feedback to colleagues
- Goals and goal setting

Hiring Talent module

- What to consider when hiring
- Identifying and recruiting the best
- Interviewing effectively
- Choosing the best applicants