



**Internal Certificate 2014-2015**

**Business Management  
Elkhorn, Kenosha, and Racine Campuses & Online**

**LEADERSHIP MANAGEMENT  
(90-102-1)**

**15 Credits**

This certificate will prepare the learner to assume the position of oversight and people management within any business organization with a specific focus on customer service, management, and leadership. This certificate, upon successful completion, will include a national certification as a “Customer Service Specialist” combined with leadership and business coursework. Tuition for this certificate includes the cost of the national exam.

**REQUIRED COURSES**

<b><u>Course Number</u></b>	<b><u>Course Title</u></b>	<b><u>Credits</u></b>	<b><u>Sequence</u></b>
101-112	Accounting for Business	3	1
102-137	Introduction to Business	3	1
196-137	Certified Service Specialist	3	1
196-134 <b>OR</b>	Legal Issues for Supervisors <b>OR</b>	3	2
102-160	Business Law		
196-190	Leadership Development	<u>+ 3</u>	2
		15	

NOTE: Students must complete a certificate program with a minimum of a 2.0 Program GPA.  
NOTE: Prerequisites can be waived with departmental approval.