



2015-2016 *Internal Certificate*

Certificate: LEADERSHIP MANAGEMENT (90-102-1)

Credits: 15 Credits

Description: 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.

Related program: Business Management

Campuses Available: Elkhorn, Kenosha, Racine and Online

REQUIRED COURSES

<input checked="" type="checkbox"/>	<u>Semester One</u>	<u>Credits</u>	<u>Prerequisite</u>	<u>Corequisite</u>
<input type="checkbox"/>	101-112 Accounting for Business	3		
<input type="checkbox"/>	102-137 Business/Introduction to	3		
<input type="checkbox"/>	196-137 Certified Service Specialist	3		
<input type="checkbox"/>				
<input type="checkbox"/>				
<input checked="" type="checkbox"/>	<u>Semester Two</u>	<u>Credits</u>	<u>Prerequisite</u>	<u>Corequisite</u>
<input type="checkbox"/>	196-190 Leadership Development	3		
<input type="checkbox"/>	196-134 Legal Issues for Supervisors OR	3		
<input type="checkbox"/>	102-160 Business Law			
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
Total Credits		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.