

Leadership and Management 2020 Course Descriptions

Upon completion, students will earn a Certificate of Completion. All courses listed are required in order to earn a certificate. Courses and information subject to change.

Quarter 1

Available Winter, Spring, Summer, and Fall quarters

ALL STUDENTS WILL TAKE THE FOLLOWING COURSES:

- Managing for Maximum Performance
- Business Communication Skills
- Work Team Concepts
- International Business Project
- **One Elective Course:** Students choose an additional class in their area of interest.

MANAGING FOR MAXIMUM PERFORMANCE (OR OTHER MANAGEMENT SKILLS COURSE) 3 UNITS

Effective managers realize that organizational success is based on so much more than the contributions of its individuals alone. Success is based on the effective management of “teams” working together to achieve common goals. Knowing how to build, influence and lead teams can increase business performance to exceed goals and objectives. Explore the responsibilities, functions and skills required of managers today. Learn how to hire, train and lead teams efficiently and effectively. Boost teamwork and morale using proven communication, planning and goal-setting strategies. Identify leadership styles, and learn to adjust yours to motivate employees and increase their productivity. Tackle challenges, solve problems and mediate differences using practical management tools and techniques.

BUSINESS COMMUNICATION SKILLS 3 UNITS

Being able to communicate your ideas accurately and persuasively is essential in the business environment. Explore the communication skills necessary to be productive in today's complex workplace. Discover how to analyze and address a range of audiences. Learn the basics of speech organization, body language, vocal variety, and speaking without preparation. Improve your interactions, one-on-one and in meetings. Topics include recognizing and responding to nonverbal messages; personal vs. position power; negotiation; accommodating individual differences (age, culture, gender); giving and receiving constructive criticism; understanding group dynamics and team development; professional writing skills; and presentation skills.

WORK TEAM CONCEPTS AND SKILLS 3 UNITS

Do you work in groups or teams in your workplace? Learn how to develop effective teams in the context of project management and how to implement communication and conversation strategies that help your team meet its project goals. Discover key factors that distinguish teams and shape team excellence, particularly communication and conversational dynamics. Study theories and models of individual and group conversational dynamics. Learn how to design powerful conversations to produce the results you want to achieve. Explore common team-related issues, including team charter and team contracts, trust, culture and conflict resolution. You will also have the opportunity to practice diagnosing and dealing with a variety of group dynamics through a team project.

INTERNATIONAL BUSINESS PROJECT

2 UNITS

This course will provide the students with a practical and professional experience working closely with the instructor and conducting a team consulting project with a US organization involved in international business. This includes problem definition, locating and qualifying information resources, developing unique insights about the Client's industry and its present and future market directions. This course will apply the lessons you have learned through your UCSD Extension program courses and prior experience to make impactful recommendations for the Client's business.

This directed studies course provides students with an opportunity to meet with a professional US organization and interact with decision makers as part of the techniques that the students will learn for creating their own business insights into a company, market or industry.

Students will also be able to choose one elective from a list of pre-determined courses, provided by the program. The list will include a variety of electives. Students must take 12 credits per quarter, according to their visa status.