

Contact KC Workforce Development for course beginning dates
903-983-8288 or bjbrown@kilgore.edu

Business Leadership Skills Certificate

Business Leadership Skills Certificate Information Session

Learn about the Business Leadership Skills Certificate offered by Kilgore College. Find out how these programs can assist you with your career objective.

For information, please call (903) 983-8288.

Business Leadership Skills Certificate

12 weeks, 144 hours

(BMGT 1091 – Special Topics in Business Administration and Management, General)

This certificate includes the following courses:

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| Leadership Skills for Managers and Supervisors | 18 hours |
| Communication Skills for Managers and Supervisors | 18 hours |
| Professional Business Speaking Skills | 18 hours |
| Performance Management Skills | 18 hours |
| Team Building in the Workplace | 18 hours |
| Quality Customer Service | 18 hours |
| Workplace Critical Thinking and Problem Solving | 18 hours |
| Workplace Issues for Managers and Supervisors | 18 hours |

This certificate includes each of the courses listed below, but it is offered at a lower price than if a student registers for each course individually.

Participants successfully completing all 8 courses will receive a Business Leadership Skills Certificate and will be eligible to receive a Marketable Skills Achievement Award.

Communication Skills for Managers and Supervisors

6 weeks, 18 hours

(BMGT 1022 – Communication Skills for Managers)

This course covers those communication skills essential for supervisors and managers in today's workplace. Topics include communication styles, listening, and effective verbal and non-verbal communication skills as they relate to individuals and groups in the business environment.

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Leadership Skills for Managers and Supervisors

6 weeks, 18 hours

(BMGT 1020 – Leadership Skills for Supervisors/Managers)

This course is an overview of the necessary leadership skills required of supervisors and managers in today's workplace. Emphasis will be placed on the role and function of a leader, organizing time, space and information, understanding motivation and behavior, and developing your own leadership style.

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Performance Management Skills

6 weeks, 18 hours

(BMGT 1011 – Employee Performance Review)

This course is designed to present the knowledge, skills and processes required for effective human performance with emphasis on the information and competencies required for leaders who are (or soon will be) in a supervisory or management position. Topics covered include setting performance goals, developing, coaching, and assisting employees, conducting performance appraisals, and handling performance problems.

*Kilgore Campus***Professional Business Speaking Skills**

6 weeks, 18 hours

(POFT 1002 – Business Speaking Skills)

This course covers effective techniques to improve presentation and public speaking skills. Topics include content, voice, body language, and use of visual aids. Emphasis will be placed on how to improve listeners' retention and eye contact when making business presentations.

*Kilgore Campus***Quality Customer Service**

6 weeks, 18 hours

(BUSG 1005 – Introduction to Customer Service)

This course covers the supervisor's role in the customer service process. Topics include dealing with angry customers, effectively handling customer complaints, and how to develop a quality customer environment in the workplace.

*Kilgore Campus***Team Building in the Workplace**

6 weeks, 18 hours

(BMGT 1019 – Team Building in the Workplace)

This course covers the basic principles of building and sustaining teams in organizations. Topics include team dynamics, process improvement, trust and collaboration, group dynamics, the role of the individual in a team, and leadership in the workings of a team.

*Kilgore Campus***Workplace Critical Thinking and Problem Solving**

6 weeks, 18 hours

(BMGT 1004 – Workplace Critical Thinking and Problem Solving)

This course emphasizes structured approaches to critical thinking and problem solving in the workplace. Emphasis will be placed on interpreting data for effective problem solving, recommending corrective action, critical thinking and problem-solving theories, and methods to improve productivity and profitability.

*Kilgore Campus***Workplace Issues for Managers and Supervisors**

6 weeks, 18 hours

(BMGT 1010 – Introduction to Supervision)

This course is designed to present the knowledge, skills and processes required to effectively address today's workplace issues legally, productively, and with human sensitivity. Topics include managing workplace diversity, preventing workplace violence and harassment, employment law for leaders, and stress and coping in today's evolving workplace.

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