

## Washtenaw Community College Comprehensive Report

### UAT 149 Introduction to Service Management (UA 2016) Effective Term: Fall 2020

#### Course Cover

**Division:** Advanced Technologies and Public Service Careers

**Department:** United Association Department

**Discipline:** United Association Training

**Course Number:** 149

**Org Number:** 28200

**Full Course Title:** Introduction to Service Management (UA 2016)

**Transcript Title:** Intro to Service Management 2016

**Is Consultation with other department(s) required:** No

**Publish in the Following:** College Catalog

**Reason for Submission:** Course Change

**Change Information:**

**Consultation with all departments affected by this course is required.**

**Course description**

**Outcomes/Assessment**

**Objectives/Evaluation**

**Rationale:** Update United Association course

**Proposed Start Semester:** Fall 2020

**Course Description:** In this course, students will recognize the duties and responsibilities of management in the mechanical service industry. Students will demonstrate their leadership abilities and reviewing the day-to-day duties of a leader and a manager. In addition, students will have interactive sessions to identify skills in dispatch, sales, finances, and scheduling. An emphasis will be placed on communication skills and resolving conflict in the workplace. Limited to United Association program participants.

#### Course Credit Hours

**Variable hours:** No

**Credits:** 1.5

**The following Lecture Hour fields are not divisible by 15: Student Min ,Instructor Min**

**Lecture Hours: Instructor: 22.5 Student: 22.5**

**The following Lab fields are not divisible by 15: Student Min, Instructor Min**

**Lab: Instructor: 1.5 Student: 1.5**

**Clinical: Instructor: 0 Student: 0**

**Total Contact Hours: Instructor: 24 Student: 24**

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

**Audit**

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

#### College-Level Reading and Writing

College-level Reading & Writing

#### College-Level Math

## **Requisites**

### **General Education**

#### **Degree Attributes**

Below College Level Pre-Reqs

### **Request Course Transfer**

#### **Proposed For:**

### **Student Learning Outcomes**

1. Demonstrate the use of interpersonal, communication, and conflict resolution skills in a management role.

#### **Assessment 1**

Assessment Tool: Role play

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Observation checklist

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. instructors

2. Identify the roles, duties, and business plan of a mechanical service organization and its members.

#### **Assessment 1**

Assessment Tool: Outcome-related multiple-choice exam questions

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. instructors

### **Course Objectives**

1. Identify the roles and job descriptions of apprentices, journeymen, foremen, service managers, and company owners.
2. Review the responsibilities between workers and management as described in the United Association national contract.
3. Identify the expectations of a service office.
4. Review the duties of dispatch, sales, and sequence of scheduling of crews for work.
5. Introduce and review the financial side of the service business, including key performance indicators.
6. Discuss and review communication skills such as speaking, writing, listening, and setting agendas.
7. Identify team building, leading vs. management, and motivation techniques.
8. Review the purpose and importance of performance reviews.
9. Identify the challenges of office personnel, and discuss ways to identify, recognize, and resolve conflict in management and discipline situations.
10. Compare and contrast strategic differences between leading and managing.
11. Discuss the importance of customer service, customer focus, and the soft skills involved in communications.
12. Role-play conflict scenarios and use communication skills to de-escalate situations.
13. Identify key words, phrases, and situations that create conflict.

**New Resources for Course****Course Textbooks/Resources**

Textbooks  
 Manuals  
 Periodicals  
 Software

**Equipment/Facilities**

<b><u>Reviewer</u></b>	<b><u>Action</u></b>	<b><u>Date</u></b>
<b>Faculty Preparer:</b> <i>Tony Esposito</i>	<i>Faculty Preparer</i>	<i>Jul 14, 2020</i>
<b>Department Chair/Area Director:</b> <i>Marilyn Donham</i>	<i>Recommend Approval</i>	<i>Jul 14, 2020</i>
<b>Dean:</b> <i>Jimmie Baber</i>	<i>Recommend Approval</i>	<i>Jul 14, 2020</i>
<b>Curriculum Committee Chair:</b> <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Jul 15, 2020</i>
<b>Assessment Committee Chair:</b> <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Jul 21, 2020</i>
<b>Vice President for Instruction:</b> <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Jul 28, 2020</i>