

**University of Arkansas - Fort Smith**  
**5210 Grand Avenue**  
**P. O. Box 3649**  
**Fort Smith, AR 72913-3649**  
**479-788-7000**

### **General Syllabus**

#### **WFL 2903 Workforce Leadership Capstone**

Credit Hours: 3

Independent Study Hours: 3

Prerequisite: Consent of department head

Corequisite: Last nine hours of associate program

Effective Catalog: 2018-2019

#### **I. Course Information:**

##### **A. Catalog Description**

Independent study project in which student must demonstrate advanced workforce leadership skills with emphasis in project management, lean-enterprise principles, and problem solving using computer applications and team-based initiatives. Student will work with instructor to develop, implement and report on a project implemented in an organizational environment.

##### **B. Additional Information - None**

#### **II. Student Learning Outcomes**

##### **A. Subject Matter**

Upon successful completion of this course, the student will be able to:

1. Apply tools and information given in Workforce Leadership classes to demonstrate the role and fundamentals of leadership
2. Analyze problems in their workplace
3. Select a problem to fix as part of the capstone project
4. Research and identify solutions and present solutions to their company leadership, selected industry leaders and college staff.

##### **B. University Learning Outcomes**

This course enhances student abilities in the following areas:

##### **Global and Cultural Perspectives**

Students will reflect upon and analyze business scenarios which address issues of diversity and global business climate.

**Communication Skills (written and oral)**

Students will communicate effectively in a variety of audiences. Students will identify a problem to fix, researching and identify solutions and presenting solutions to their leadership, selected industry leaders and college staff.

**Analytical Skills**

**Critical Thinking** - Students will work with and use various complex analysis tools to solve real-world business problems.

**Quantitative Reasoning** – Students will set up and solve complex mathematical function using spreadsheet features. Discussion and explanation of certain business math formulas will be an integral part of the course.

**Ethical Decision Making**

Students will discuss and evaluate solutions to ethical dilemmas that arise in the course of solving business problems.

**III. Major Course Topics**

- A. Fundamentals of Leadership
- B. Computer Applications
- C. Quality Improvement
- D. Customer Service and Satisfaction
- E. Understanding the Lean Tool Set
- F. Data Analysis
- G. Utilization of Kaizen
- H. Presentation Skills