

# Gaming Operations Supervisor

## Degree Type

Certificate of Completion

The tribal gaming industry in Okanogan and Chelan counties has expanded significantly in recent years, causing an increased need for a trained and skilled workforce. The gaming operations supervisor certificate is intended to train entry-level supervisors and mid-level managers. Students enrolled in this certificate will increase their knowledge, understanding and critical skills in business leadership and human resource management and develop their interpersonal communication skills.

## Required Courses: Certificate of Completion

*Offered at the Omak campus*

Total Credits	18
Course Sequencing	

### Fall Quarter

Course ID	Title	Credits
CMST& 210	Interpersonal Communication	5.0
BUS 196	Cooperative Work Experience	1.0-5

### Winter Quarter

Course ID	Title	Credits
BUS 177	Business Leadership Development	5.0
BUS 196	Cooperative Work Experience	1.0-5

### Spring Quarter

Course ID	Title	Credits
BUS 243	Human Resources Management	5.0
BUS 196	Cooperative Work Experience	1.0-5

## Program outcomes

Students who complete the Gaming Operations Supervisor Certificate should be able to:

- Demonstrate their own proficiency in personal and professional communication.
- Apply strategies for understanding and improving interpersonal relationship dynamics.
- Understand their individual leadership style strengths and weaknesses.
- Possess a foundational level understanding of mentoring and coaching.
- Understand the human resource manager's role and their interaction with other managers.
- Have had authentic experiences applying knowledge and skills learned in the classroom in the gaming environment.