



BOOTH
UNIVERSITY
COLLEGE

CERTIFICATE IN KROC Center Leadership

PROGRAM DESCRIPTION

The Certificate in KROC Center Leadership is an 8-month program of studies for leaders of The Salvation Army Ray and Joan Kroc Centers or for those preparing for leadership in KROC Centers. It is offered in a cohort structure and available to students from across the USA. Participants must be approved by their Division/Territory.

The program of studies is comprised of five required courses (12 credit hours), utilizing delivery modes of intensive and online learning. It includes two hybrid courses (delivered as two intensives – one with a concentration in Leadership and Strategy and one with a concentration in Operations and Programs) and three online courses covering specific practice content.



“The excellence of Booth UC is unsurpassed. It’s so important to keep the mission of The Salvation Army at the centre. In everything Booth UC does that mission is central, and that’s something we can’t afford to miss.”

***Lt-Colonel James Nauta,
USA Central KROC Project Specialist***

LEARNING OBJECTIVES

Learning objectives for the Certificate in KROC Center Leadership are focused in two areas: **leadership** and **operations**. Upon completion of this certificate program, students will be able to:

LEADERSHIP:

- Plan and implement a clear vision for the future;
- Effectively build/lead a team, using available resources to complete projects and tasks;
- Use new approaches in responding to challenges;
- Maintain a calm and objective disposition with others, and work towards win-win solutions;
- Lead with humility and with the purpose of serving others; and,
- Help others reach their potential.

OPERATIONS:

- Demonstrate skills distinctive to large KROC Center settings in staff supervision / development, complex business/finance operations, fund raising complexities, facilities/equipment management;



- Demonstrate general knowledge of programming and operations in aquatics, arts/education, health/fitness, sports/recreation, and day camps;
- Demonstrate the ability to think through the complexities in all areas of operations, to prioritize issues, and implement effective and innovate solutions to problems; and,
- Demonstrate attention to regular personal emotional health, health and wellness activities, healthy and strong family relationships, and strong and healthy spiritual life through regular prayer, Bible study, and devotions.



"This program will equip our leaders with a baseline understanding of what they will see when they come to work at KROC. Our partnership with Booth University College's School for Continuing Studies is an important one."

***William T. Rossi,
USA Central Territorial KROC Operations Manager***

CORE COURSES:

Required Courses for the Certificate in KROC Center Leadership:

MGT 281

Leadership and Strategy for KROC Centers (2 credit hours)

This course introduces students to the distinctive culture, purposes, and practices of the KROC Center and identifies the necessary skills required to provide leadership in such an environment. Students will become acquainted with teamwork principles, group dynamic concepts, conflict management strategies, and the principles of effective strategic planning.

MGT 282

Human Resource Management for KROC Centers (3 credit hours)

This course provides an overview of the underlying philosophy, principles, and practices of effective HR management at KROC Centers. Students will be equipped with the necessary skills to oversee the effective implementation of practices relating to recruiting, assessing, hiring on-boarding, and evaluating staff.



MGT 283

Operations and Programs for KROC Centers (2 credit hours)

This course introduces the breadth of KROC Center operations and programs including the role and purpose of KROC Operating Standards and key performance indicators. Students will be able to evaluate and strategically market programs, making full use of available data and membership software.

MGT 284

Financial Management for KROC Centers (3 credit hours)

This course describes the various aspects of financial management in KROC Centers, including the role of the Executive in finance and budget decisions, the purpose of a business plan and the place of an independent auditor's report. Students will develop the necessary skills to employ foundational accounting concepts in KROC Center operations, including developing effective fund-raising strategies.

MGT 285

KROC Center Certificate Capstone (2 credit hours)

The capstone course is designed to facilitate the integration and demonstrated application of Salvation Army KROC Center policies and procedures as outlined in the other courses of the certificate program. Practicum experiences at KROC Centers are part of this course.

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HIGHER EDUCATION WITH A HIGHER PURPOSE