COURSE INFORMATION FORM

DISCIPLINE                  Business Administration

COURSE TITLE                Principles of Supervision

CR.HR 3   LECT HR. 3   LAB HR.   CLIN/INTERN HR.   CLOCK HR. 

CATALOG DESCRIPTION
This course is an integrated approach involving a variety of issues confronting supervisors and provides practical solutions within a diversified workforce and a global marketplace. The course explores how supervisors relate to employees, other supervisors and upper management, and emphasizes skills applications coupled with Internet activities that require students to seek current information.

PREREQUISITES
None

EXPECTED STUDENT OUTCOMES IN THE COURSE
Upon completion of this course, the student will be able to:
1. Identify and discuss the major societal/demographic trends that will affect supervisors.
2. Identify the major categories of legally protected employees and general guidelines for supervising diversity.
3. Define management and discuss how the primary managerial functions are interrelated.
4. Differentiate the steps of the decision-making process.
5. Discuss the concept of authority as a requirement of any managerial position.
6. Describe ways to overcome communication barriers and how to cope with difficult people through the application of positive discipline.
7. Explain the performance management process.
8. Explain departmentation, unity of command, and span of management principles.
9. Explain the selection process and differentiate between directive and nondirective interviewing processes.
10. List and explain the performance management processes.
11. Identify organizational programs to help employees deal with workplace violence, personal and work-related problems.
12. Identify guidelines for supervisors to follow to resolve complaints and grievances effectively.
CLASS-LEVEL ASSESSMENT MEASURES

Student accomplishment of expected student outcomes will be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

Examinations/Quizzes (1, 2, 3, 4, 8, 11)
Exercises/Projects (7, 10, 12)
Written Reports (5, 6, 9)

PROGRAM-LEVEL OUTCOMES ADDRESSED

General Education Outcomes
Specify which general education outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes and assessment measures.

Occupational Program Outcomes
Specify which occupational program outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes to assessment measures.
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. The Supervisor and Diversity
   A. Major categories
      1. Racial/ethnic/religious
      2. Physical and mental disabilities
      3. Older/female/protected groups
   B. Supervisory/management roles and responsibilities
      1. Sexual, harassment policies
      2. Stereotyping
      3. Language differences

II. Managerial functions
   A. Skill variety
   B. Leadership
   C. Types of power
   D. Coordination and cooperation

III. Decision-making
   A. Types of decisions
   B. Steps
   C. Participative, nominal group and brainstorming processes

IV. Communication
   A. Barriers
   B. Oral and written, perception, nonverbal
   C. Listening techniques

V. Discipline
   A. Positive
   B. Progressive
   C. Documentation and privacy issues
   D. Codes of ethics/conflicts of interest

VI. Strategic planning process
   A. MBO
   B. Unity of command, span-of-management
C. Departmentation designs

VII. Staffing/selection process
   A. Interviewing and hiring processes
   B. Staffing coordination (HRM) procedures
   C. Orientation and training

VIII. Performance management
   A. Appraisal process
   B. Coaching, promoting and compensating
   C. Privacy requirements

IX. Conflict management
   A. Complaints and grievances
   B. Conflict resolution techniques
   C. Arbitration

X. Managing work groups
   A. Work group classifications
   B. Teamwork and productivity
   C. Workplace violence
   D. Organizational programs
      1. Employee assistance
      2. Family and medical leave
      3. Wellness