PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

SUPERVISORY MANAGEMENT
BUSN 1380

Class Hours: 3.0   **Credit Hours: 3.0**

Laboratory Hours: .0   **Revised: Fall 2014**

Note: This course is not designed for transfer credit but may be accepted by other schools.

Catalog Course Description:

This course provides for the development of supervisory ability and judgment through a presentation of the principles and techniques of effective supervision. Topics may include functions of a supervisor, communication, motivation, training, and the changing workplace.

Entry Level Standards:

The student should have knowledge of basic management theory, be able to read and write at the college level, and reason logically.

Prerequisites:

BUSN 2330 or HSP 1200

Textbook(s) and Other Course Materials:

Textbooks:

1. ***Supervision: concepts and Practices of Management***, 12th ed., Leonard Jr., Edwin C., Southwestern-Cengage, 2013. ISBN: 1-111-96979-5

2. ***The Gregg Reference Manual***, Most Recent Edition (or the one you already own), Sabin, William A., Glencoe/McGraw-Hill, Columbus, Ohio. Current Edition: ISBN: 0-07-339710-5
(This text will be used in all management courses.)

3. The student will be required to read the following book as a supplement to the course. The book is available in the Pellissippi State library and other area libraries:
Gung Ho! , Blanchard, Kenneth, and Sheldon Bowles, William Morrow & Co., New York, N.Y., 1998.

I. Week/Unit/Topic Basis:

A projected semester plan follows.

Week	Unit	Topic
1	1	Supervising in Uncertain Times
2	2	The Managerial Functions

3	9	The Supervisor's Role in Preparing Employees for Success
4	11	Managing Work Groups and Teams
5	3	Communication: The Key to Effective Supervisory Management
6	15	Resolving Conflicts in the Workplace
7	10	Supervisory Leadership; Gung Ho! Discussion;
8-10	12	Supervising a Diverse Workforce
11	4	Principles of Motivation
12	14	Performance Management
13	10	Management of Change
14	6	Positive Discipline
15	→	Exam Period

II. Course Goals*:

The course will

A.   Demonstrate an understanding of the fundamental role and scope of team leadership and supervision.

B.   Demonstrate an understanding of the manager's responsibility for planning and goal setting.

C.   Demonstrate an understanding of maintaining effective relationships through communication skills.

D.   Demonstrate an understanding of the leadership and motivation functions of team leaders and supervisors.

E.   Demonstrate a thorough understanding of the team leadership and supervisory skills of coaching, evaluating, and delegating.

F.   Demonstrate an understanding of the change agent function of team leadership and supervision.

*Roman numerals after course objectives reference goals of the Business Administration program.

III. Expected Student Learning Outcomes*:

Students will be able to:

1.   Differentiate between supervisors in traditional and participative organizations. (A)

2.   Explain the Team Leader or Supervisor's role. (A-G)

3.   Discuss the essential team leadership or supervisory Skills. (A-G)

4.   Compare and contrast team leadership and supervision. (B)

5. Explain how employee involvement teams work and what makes them successful. (D,E)

6. Explain the stages of group and team development. (D,E)

7. List the characteristics of effective groups and teams. (D,E)

8. Differentiate between groups and teams. (D,E)

9. Apply essential oral and written communication skills. (C)

10. Evaluate the qualities of an interpersonally effective supervisor. (C)

11. Describe how to be an effective meeting participant. (C)

12. Describe how to conduct an effective meeting. (C)

13. Explain the causes of conflict. (F)

14. Identify symptoms indicating potential violence in the workplace. (A,C)

15. Know what steps to take in preventing or dealing with violence in the workplace. (A,C)

16. Describe strategies for managing conflict. (F)

17. Know the principles of mutual gain (win-win) negotiating. (F)

18. Discuss the team leader's or supervisor's role as a counselor. (E)

19. Apply the proper counseling approach for given situations. (E)

20. Evaluate methods for correcting undesirable behaviors. (E)

21. Evaluate the team leader's or supervisor's role as change agent. (F)

22. Discuss the team leader's or supervisor's role as a coach. (B)

23. Summarize the skills needed to be a successful team leader or supervisor. (A)

24. Discuss the team leader's or supervisor's role as a leader. (D)

25. Utilize various leadership styles and approaches. (D)

26. Recognize and effectively manage the barriers to delegation. (C,E)

27. Follow the steps in the delegation process. (E)

28. Apply effective delegation techniques. (E)

29. Identify the advantages of planning for the manager/leader. (B)

30. Describe the supervisor's role in the planning process. (B)

31. Involve employees in setting objectives/goals. (B)

32. Know when and how to develop contingency plans. (B)

33. Formulate and organize basic plans for getting the work done. (B)

34.   Discuss in detail time management techniques. (B)

35.   Understand how to analyze a problem. (A,B, F)

36.   Classify problems as urgent or not urgent, routine or exceptional, technical or human, and by their impact on the organization. (A,B)

37.   Understand the steps involved in managing a crisis. (A,B)

38.   Know when and when not to utilize group decision making. (A,B,D)

39.   Describe principles for successfully using continuous quality improvement. (D,E)

40.   Understand total quality concepts. (D,F)

41.   Understand the difference between training and development. (E)

42.   Be able to describe the climate and skills needed to develop employees by coaching them. (E)

43.   Apply effective performance appraisal techniques. (E)

44.   List the purposes of the performance appraisal from the perspective of the supervisor and the individual. (C,E)

45.   Recognize the relationship between performance and reward systems. (E)

46.   Know the importance of fair and consistently applied appraisal systems. (E)

47.   Identify the major categories of legally protected employees and general guidelines for supervising diversity. (A,C,D,E)

48.   Discuss considerations involved when supervising older workers, employees of different religious views, and veterans. (A,C,D,E)

49.   Explain progressive discipline. (B)

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. Evaluation:

A. Testing Procedures:

Students are evaluated primarily on the basis of tests. A minimum of three major tests is recommended.

B. Laboratory Expectations:

N/A

C. Field Work:

Each student will be responsible for two executive summaries of major articles concerning the supervisory subject areas contained in the course. Details about the exact format and contribution to the course grade will be provided by the instructor.

D. Other Evaluation Methods:

Class participation, group work and casework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement.

E. Grading Scale:

92 - 100	A
89 – 91	B+
82 – 88	B
79 – 81	C+
72 - 78	C
65 – 71	D
Below 65	F

V. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:
- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- Taking an exam for another student.
- Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
- Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Disability Services (DS) in

order to receive accommodations in this course. Disability Services may be contacted by sending email to disabilityservices@pstcc.edu, or by visiting Alexander 130. More information is available at http://www.pstcc.edu/sswd/.

D. Other Policies:

Computer Usage Guidelines: College-owned or -operated computing resources are provided for use students of Pellissippi State Community College. All students are responsible for the use of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner.

NOTE: To receive the **Supervision Certificate**, the minimum grade in each of the four courses is "C". The four courses are BUSN 2330 Principles of Management or HSP 1200 Introduction to Hospitality; BUSN 1380 Supervisory Management; BUSN 2340 Human Resource Management; and INFS 1010 Computer Applications.

Management majors should also be aware that you must have earned a 2.5 GPA in 15 credit hours of Management courses to qualify for your Management Internship.