

Pellissippi State Community College
Master Syllabus

**SUPERVISORY MANAGEMENT
BUSN 1380**

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0

Revised: Spring 2017

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.

Prerequisites

BUSN 2330 or HSP 1200

Co-requisites

None

Textbooks and Other Course Materials

Textbooks:

1. *Supervision: concepts and Practices of Management*, 13th edition, Edwin C. Leonard
Indiana University, Kelly A. Trusty Western Michigan University School of Public
Affairs and Administration ISBN-10: 1285866371 | ISBN-13: 9781285866376
2. 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.

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 - 9	10	Supervisory Leadership; <i>Gung Ho!</i> Discussion;
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

Course Goals

NOTE: Roman numerals after course objectives reference goals of the Business program.

The course will

- A. Allow students to develop an understanding of the fundamental role and scope of team leadership. I, IV, V, VI
- B. Guide students to understand the stages of group and team development. I, III, IV
- C. Provide students with hands-on experience in team development. I, III, IV
- D. Enhance students' skills in utilizing the leadership function of management. I, III, IV
- E. Provide students with hands-on leadership experience. I, II III, IV, VI
- F. Expand the students' understanding of critical thinking skills in relation to management decision making. II, III, IV, V

Expected Student Learning Outcomes

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

The student will

1. Explain the principles and skills associated with effective planning, organizing, leading, and controlling. (A, F)
2. Describe techniques for coping with workplace dynamics, including appraisals, safety, conflict, and change in labor relations. (A, F)
3. Explain the Team Leader or Supervisor's role. (A, F)
4. Explain the stages of group and team development. (B, C, D,E)
5. Summarize the skills needed to be a successful team leader or supervisor. (A, C, E)
6. Apply effective delegation techniques. (E)
7. Know when and how to develop contingency plans. (B)
8. Formulate and organize basic plans for getting the work done. (B)
9. Discuss in detail time management techniques. (B)
10. Understand the steps involved in managing a crisis. (A,B)
11. Describe the climate and skills needed to develop employees by coaching them. (E)
12. Apply effective performance appraisal techniques. (E)

Evaluation

Testing Procedures

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

Laboratory Expectations: None

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.

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.

Grading Scale

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

Policies

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.

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.

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](#) (<http://www.pstcc.edu/sswd/>) may be contacted via [Disability Services email](#) or by visiting Alexander 130.

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.