

## SYLLABUS

DIVISION: BUSINESS & ENGINEERING TECHNOLOGY

DATE REVISED: SPRING 2014

CURRICULA IN WHICH COURSE IS TAUGHT: BUSINESS MANAGEMENT

COURSE NUMBER AND TITLE: **BUS 111, PRINCIPLES OF SUPERVISION**

CREDIT HOURS: 3 HOURS PER WEEK LECTURE: 3 HOURS PER WEEK LAB: N/A

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- I. Catalog Description: Teaches the fundamentals of supervision, including the primary responsibilities of the supervisor. Introduces factors relating to the work of supervisor and subordinates. Covers aspects of leadership, job management, work improvement, training, orientation, performance evaluation, and effective employee/supervisor relationships. Lecture, 3 hours per week.
- II. Relationship of the Course to Curricula Objectives in Which it is Taught: As a required introductory course for all students enrolled in management and marketing, BUS 111 will directly address the following DCC business management program objectives:
  - utilize industry standard computer software products in business communication media such as written reports and business plans using word processing software (i.e., Microsoft Word) and business presentations using presentation software (i.e., Microsoft PowerPoint);
  - understand the basic concepts associated with business ethics and the importance of developing and adhering to a strong set of generally-accepted ethical principles;
  - demonstrate basic principles of human relationship skills which can be used to successfully interrelate with customers, associates, employees, and superiors in a business setting;
  - understand basic legal and regulatory requirements for business and industry;
  - understand standard methods for interviewing, hiring, training, motivating, and supervising employees; and
  - recognize basic business strategy and philosophy development techniques (e.g., SWOT analysis, vision, mission, values, goals, objectives, etc.).
- III. Required Background: Prerequisite: BUS 100 or department/instructor approval. If students have developmental requirements, MTE 1, MTE 2, and ENF 1 must be completed before enrolling in BUS 111. ENF 2 may be taken concurrently.
- IV. Course Content:

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| <ul style="list-style-type: none"><li>• The Managerial Functions</li><li>• Communication</li><li>• Motivational Principles</li><li>• Solving Problems</li><li>• Essentials of Planning</li><li>• Supervisory Planning and Managing Time &amp; Stress</li><li>• Concepts of Organizing</li><li>• Supervisory Organizing</li><li>• Managing Meetings</li><li>• The Labor Union and the Supervisor</li></ul> | <ul style="list-style-type: none"><li>• Employee Recruitment, Selection, Orientation, and Training</li><li>• Performance Appraisal and Managing the Results</li><li>• Supervisory Leadership and the Introduction of Change</li><li>• Managing Work Groups</li><li>• Supervising Diversity</li><li>• Resolving Conflicts in the Workplace</li><li>• Fundamentals of Controlling</li><li>• Positive Discipline</li></ul> |
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- V. General Education Objectives – The following general education objectives are addressed in this course:

☒ Communication  
☒ Critical Thinking  
☒ Cultural and Social Understanding  
☐ Information Literacy  
☒ Personal Development  
☐ Quantitative Reasoning  
☐ Scientific Reasoning

VI. LEARNER OUTCOMES

VII. EVALUATION

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| <ul style="list-style-type: none"> <li>Describe the five managerial functions (planning, organizing, leading, staffing, controlling) and how they are interrelated</li> <li>Examine the relationship between supervisor and other positions</li> <li>Discuss the characteristics of an effective supervisor</li> <li>Discuss the concepts of authority, coordination, and cooperation</li> <li>Understand the appropriate application of the sources of power</li> </ul> | <ul style="list-style-type: none"> <li>Written and oral supervision case analyses</li> <li>Quizzes &amp; tests</li> </ul>                      |
| <ul style="list-style-type: none"> <li>Analyze the processes of organizational communication</li> <li>Describe the channels of communication</li> <li>Demonstrate effective oral and written communication</li> </ul>  | <ul style="list-style-type: none"> <li>Written test</li> <li>Homework questions</li> <li>Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>Describe and understand how to apply the following motivational theories to the workplace:               <ul style="list-style-type: none"> <li>McGregor's Theory X and Theory Y</li> <li>Maslow's Hierarchy of Needs</li> <li>Herzberg's Motivation &amp; Hygiene Factors</li> <li>Adams' Equity Theory</li> </ul> </li> </ul>   | <ul style="list-style-type: none"> <li>Written test</li> <li>Homework questions</li> <li>Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>Describe the seven-step problem solving process</li> <li>Analyze a problem using the decision making model</li> </ul>   | <ul style="list-style-type: none"> <li>Written test</li> <li>Homework questions</li> <li>Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>Analyze the role of operational planning in organizations</li> <li>Analyze the role of operational policies in organizations</li> <li>Analyze the role of operational procedures in organizations</li> </ul>  | <ul style="list-style-type: none"> <li>Written test</li> <li>Homework questions</li> <li>Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>Explain the elements illustrated by an organizational chart</li> <li>Understand and define key elements of organizational structure, such as:               <ul style="list-style-type: none"> <li>Departmentalization methods</li> <li>Unity of command</li> <li>Span of control (span of management)</li> <li>Organizational stability</li> <li>Line and staff functions</li> <li>Line authority</li> </ul> </li> </ul>         | <ul style="list-style-type: none"> <li>Written test</li> <li>Homework questions</li> <li>Written and oral supervision case analyses</li> </ul> |

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| <ul style="list-style-type: none"> <li>• Differentiate between a job description and job specification</li> <li>• Understand the role of human resources within the organization</li> <li>• Describe the correct processes for selecting, screening, orienting employees</li> <li>• Illustrate methods for employee performance evaluation</li> </ul>   | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Discuss the concepts of progressive discipline</li> <li>• Understand the need for thorough employee file documentation</li> </ul>  | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Examine the characteristics of a good directive</li> <li>• Compare and contrast the autocratic, participative, and laissez-faire approaches to leadership and directing</li> </ul>   | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Explain the characteristics of effective controls</li> <li>• Apply the progressive discipline concept as an effective control method</li> <li>• Explain the concepts associated with the “Hot Stove Rule”</li> <li>• Examine the role of budgets, reports as they pertain to control of employee behavior</li> </ul>   | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Describe business ethics and ethical dilemmas</li> <li>• Discuss how ethics relates to individuals and businesses</li> <li>• Define social responsibility and sustainable development</li> <li>• Examine the impact on stakeholder groups</li> </ul>   | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Explain the purposes of key employment and labor laws in the United States</li> </ul>  | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |
| <ul style="list-style-type: none"> <li>• Discuss the role of management and its importance to organizational success</li> <li>• Explain key theories and current practices of motivation</li> <li>• Outline the categories of business planning and explain strategic planning</li> <li>• Discuss the organizing function (i.e., organizational charts) of management</li> <li>• Explain the role of managerial leadership and the key leadership styles</li> </ul> | <ul style="list-style-type: none"> <li>• Written test</li> <li>• Homework questions</li> <li>• Written and oral supervision case analyses</li> </ul> |