**BARTON COMMUNITY COLLEGE**

**COURSE SYLLABUS**

# **GENERAL COURSE INFORMATION**

Course Number: BUSI 1702

Course Title: Supervisory Development

Credit Hours: 3

Prerequisite: None

Division/Discipline: Workforce Training and Community Education

Course Description: A practical approach to acquiring the skills needed by a supervisor. The course is designed to enhance the human relations skills in the managerial area.

# **INSTRUCTOR INFORMATION**

# **COLLEGE POLICIES**

Students and faculty of Barton Community College constitute a special community engaged in the process of education. The College assumes that its students and faculty will demonstrate a code of personal honor that is based upon courtesy, integrity, common sense, and respect for others both within and outside the classroom.

Plagiarism on any academic endeavors at Barton Community College will not be tolerated. The student is responsible for learning the rules of, and avoiding instances of, intentional or unintentional plagiarism. Information about academic integrity is located in the Student Handbook.

The College reserves the right to suspend a student for conduct that is determined to be detrimental to the College educational endeavors as outlined in the College Catalog, Student Handbook, and College Policy & Procedure Manual. (Most up-to-date documents are available on the College webpage.)

Any student seeking an accommodation under the provisions of the Americans with Disability Act (ADA) is to notify Student Support Services via email at disabilityservices@bartonccc.edu.

# **COURSE AS VIEWED IN THE TOTAL CURRICULUM**

Supervisory Development fulfills a major requirement for the Business Administrative Technology degree. The course also serves as an elective course for several degrees offered at Barton. This course introduces the conceptual and theoretical explanations of supervision so a strong foundation can be established when supervising others. Through the use of real-world examples and experiential learning activities, students gain a practical application of supervisory knowledge and emerging skills.

# **ASSESSMENT OF STUDENT LEARNING**

Barton Community College assesses student learning and to quality education.  Assessment activities provide a means to develop an understanding of how students learn, what they know, and what they can do with their knowledge. Results from these various activities guide Barton, as a learning college, in finding ways to improve student learning.

Course Outcomes, Competencies, and Supplemental Competencies:

1. Develop an understanding about why supervisors are vital to organizational success.
   1. Describe a typical organizational pyramid and identify where supervisors ae positioned in most organizations.
   2. List the five functions of management and discuss the functions for which supervisors are most likely to be responsible.
   3. Identify and briefly explain the various aspects of the supervisor’s role.
   4. List essential skills and knowledge needed for a supervisor to be successful.
   5. Identify trends impacting businesses and briefly explain the effect on supervisors.
   6. Discuss organizational basics including characteristics common to all organizations and organizational charts.
   7. Describe how a small company or entrepreneurial venture’s organizational structure and supervisory responsibilities may be different from those of a larger organization.
   8. Identify and discuss basic leadership theories and models.
   9. Describe the characteristics of groups and list the six stages of group development.
2. Understand planning, goal setting and achieving results.
   1. Explain what a well-written organizational mission statement should accomplish.
   2. Describe the planning process and explain why it is important to link planning with the organization’s mission.
   3. Explain the importance of goals, explain how to write SMART goals, and create your own personal goals.
   4. Describe two tools for prioritizing.
3. Describe recruitment and retention measures that supervisors can take.
   1. List qualities of an inspiring leader and describe what it means to develop your people.
   2. Explain the empowerment process and describe some of the benefits.
   3. Explain delegation and describe the benefits, barriers, and steps to effective delegation.
   4. Explain why recruitment and retention are important to supervisors and describe the tangible and intangible costs of employee turnover.
   5. Describe what should be done prior to placing a job advertisement, including determining core abilities and writing a job description.
   6. Discuss legal issues supervisors should be aware of during the recruiting and hiring process.
   7. Identify various methods for creating a successful recruiting effort, including strategies for attracting a diverse group of candidates.
   8. Identify the seven steps in the PROCEED model of employee selection.
   9. Describe strategies and techniques for deciding whom to hire.
   10. Explain alternative scheduling options such as job sharing, flex-time, and telecommuting.
4. Develop an orientation and training program for new employees.
   1. Explain the importance of planning a new employee orientation.
   2. Describe who and what should be included in the new hire’s orientation plan, including both the general company overview and the job-specific orientation.
   3. Explain why it is important to initiate a training program.
   4. Identify and explain the ingredients of a good training program.
5. Develop an effective performance appraisal system.
   1. Explain the planning and control cycle and discuss the importance of assessing performance and measuring outcomes.
   2. Describe the benefits of discussing performance expectations and reviewing the performance appraisal process during orientation.
   3. Describe at least five performance appraisal techniques.
   4. Explain what makes a performance appraisal legally defensive and discuss the importance of record keeping and confidentiality.
   5. Discuss the “No Surprises” approach to supervision and performance evaluations.
   6. Describe various types of employee compensation plans.
   7. Compare individualized and team rewards and provide examples of each.
   8. Compare tangible skills to soft skills, and identify tools you can use to learn about you and your employees’ interests, talents, knowledge, and skills.
6. Understand the importance of motivation and coaching in a supervisory role.
   1. Discuss the characteristics of teams, identify strategies for leading effective teams, and discuss methods for supervising a virtual team.
   2. Explain how supervisors can increase accountability to achieve positive results.
   3. Discuss employee motivation and related myths about what motivates employees.
   4. Compare different motivation theories and discuss their relevance for supervisors.
   5. Describe strategies for developing peak performers through coaching and delivering effective feedback.
7. Establish a positive, creative, and productive work environment.
   1. Discuss techniques to reinforce learning.
   2. Describe personal variables that impact learning.
   3. Identify techniques you can use to generate new ideas and encourage creativity.
   4. Discuss strategies to cultivate a positive work environment.
   5. Explain strategies that can be implemented in the workplace to encourage healthy habits that reduce stress and absenteeism.
8. Communicate effectively as a supervisor.
   1. Analyze cultural differences and the impact on supervisory communication.
   2. List traits of effective communicators and discuss the power of affirmations and visualization.
   3. Compare proactive and reactive language.
   4. Define self-awareness and discuss the importance of knowing one’s strengths and limitations.
9. Implement effective disciplinary actions.
   1. Identify strategies to help an underachieving employee improve performance.
   2. Explain the concept of progressive discipline.
   3. Discuss how a supervisor should approach terminating an employee.
   4. Discuss how to handle difficult situations with an employee.
10. Develop scheduling and outsourcing options for staff.
    1. Identify tools and techniques for estimating staffing needs.
    2. Explain outsourcing, off-shoring, and globalization.
11. Discuss legal and ethical challenges of today’s supervisors.
    1. List and explain employment and labor laws that should be familiar to all supervisors.
    2. List and explain anti-discrimination laws and describe how these impact supervisors today.
    3. Differentiate between ethics and the law.
    4. Identify five categories of unethical behavior and explain how people rationalize unethical conduct.
    5. Discuss the everyday guidelines for ethical behavior.
12. Understand the power of information technology and the Internet.
    1. Describe potential risks associated with information systems and list steps a supervisor can take to protect employee and customer data.
    2. Describe technology’s impact on productivity.
    3. Discuss computer monitoring and surveillance programs that organizations are using to track employees.

# **INSTRUCTOR’S EXPECTATIONS OF STUDENTS IN CLASS**

# **TEXTBOOKS AND OTHER REQUIRED MATERIALS**

# **REFERENCES**

# **METHODS OF INSTRUCTION AND EVALUATION**

# **ATTENDANCE REQUIREMENTS**

# **COURSE OUTLINE**