

# COURSE SYLLABUS

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|---------------------------|---|
| <b>LAST REVIEW</b>        | Spring 2021   |
| <b>COURSE TITLE</b>       | Supervision Skills  |
| <b>COURSE NUMBER</b>      | BUSN 0267   |
| <b>DIVISION</b>           | Math, Science, Business & Technology  |
| <b>DEPARTMENT</b>         | Business  |
| <b>CIP CODE</b>           | 24.0101, 52.0201, 52.0401   |
| <b>CREDIT HOURS</b>       | 2   |
| <b>CONTACT HOURS/WEEK</b> | Class: 2  |
| <b>PREREQUISITES</b>      | None  |
| <b>COURSE PLACEMENT</b>   | Students must meet the correct placement measure for this course. Information may be found at:<br><a href="https://www.kckcc.edu/admissions/information/mandatory-evaluation-placement.html">https://www.kckcc.edu/admissions/information/mandatory-evaluation-placement.html</a> |

## COURSE DESCRIPTION

Supervision Skills prepares students to be effective supervisors. The course focuses on leadership and management principles with an emphasis on supervision. It informs students how to inspire, empower, and develop people to become better and more effective in workplace roles, regardless of the type of organization or particular field.

**Effective Spring 2005, if you are a Business major, you must have a "C" or better in all business courses to meet the requirements of the business degree program.**

## PROGRAM LEARNING OUTCOMES

### Administrative Office Professional – AAS Program Learning Outcomes

3. Describe how to develop people to become more effective in workplace roles.

## TEXTBOOKS

<http://kckccbookstore.com/>

## METHODS OF INSTRUCTION

A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

## **COURSE OUTLINE**

- I. Overview
  - A. Supervisory Management Roles and Challenges
- II. Planning and Organizing
  - A. Fundamentals of Planning
  - B. Decision Making, Problem Solving, and Ethics
  - C. Fundamentals of Organizing
  - D. Delegating Authority and Empowering Employees
- III. Leading
  - A. Communication
  - B. Motivation
  - C. Leadership
  - D. Group Development and Team Building
- IV. Skill Development
  - A. Meetings and Facilitation Skills
  - B. Coaching for Higher Performance
  - C. Managing Conflict, Stress, and Time
- V. Controlling
  - A. Exercising Control
  - B. Controlling Productivity, Quality, and Safety
- VI. Managing Human Resources and Diversity
  - A. Selecting, Appraising, and Disciplining Employees
  - B. The Supervisor, Labor Relations, and Legal Issues

## **COURSE LEARNING OUTCOMES**

Upon successful completion of this course, the student will:

- A. The student will be able to identify the role of a supervisor and explain the key responsibilities of a supervisor.
- B. The student will be able to identify challenges of supervising a diverse workforce, ensuring quality and productivity, developing groups in the workplace, and maintaining an ethical workplace.
- C. The student will be able to explain the functions of planning, controlling, organizing, delegating, problem solving, and decision making.
- D. The student will be able to identify and discuss characteristics of a successful leader and techniques for establishing effective relationships at work.
- E. The student will be able to explain the factors that influence a supervisor's ability to communicate, motivate, counsel, and discipline employees.
- F. The student will be able to describe various effective techniques to manage time, stress, conflict, and change.

- G. The student will be able to identify key responsibilities and challenges in selecting employees, providing employee orientation and training, and appraising employee performance.
- H. The student will be able to summarize current supervision laws that address health and safety, labor relations, and fair employment.

### **ASSESSMENT OF COURSE LEARNING OUTCOMES**

Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

### **COLLEGE POLICIES AND PROCEDURES**

*Student Handbook*

<https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf>

*College Catalog*

<https://www.kckcc.edu/academics/catalog/index.html>

*College Policies and Statements*

<https://www.kckcc.edu/about/policies-statements/index.html>

*Accessibility and Accommodations*

<https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html>.