



BROWARD COMMUNITY COLLEGE COURSE OUTLINE

LAST REVIEW: 2009-10
(i.e. 2003-2004)

NEXT REVIEW: 2014-15
(i.e. 2008-2009)

STATUS: A
(A, I, D)

COURSE TITLE: Principles of Supervision

COMMON COURSE NUMBER: MNA 2345

CREDIT HOURS: 3

CONTACT HOUR BREAKDOWN
(per 16 week term)

CLOCK HOURS:
(Voc. Course ONLY)

Lecture: 40 Lab:
Clinic: Other:

PREREQUISITE(S): None

COREQUISITE(S): None

PRE/COREQUISITE(S):

COURSE DESCRIPTION:

This course provides an overview of fundamentals of supervision and the management of people. It emphasizes the role of supervision in business organizations, by focusing on supervisory processes; examining functions of planning, organizing, staffing, directing, controlling and their relationships to daily responsibilities of the supervisor.

UNIT TITLES

1. Modern Supervision
2. Leadership
3. Communication
4. High Ethical Standards
5. Achieving Goals – Problem Solving, Decision-Making & Productivity
6. Organization, Authority & Teamwork
7. Employee Supervision
8. Diversity
9. Managing Conflict & Change
10. Managing Time & Stress
11. Supervision Laws



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EVALUATION:

Evaluation may include but is not limited to the following:

Exams, Quizzes, Presentations, Portfolios, Discussions, Class Participation, Attendance, Projects, Co-ops, Practicum, Internships, Externships, and Research Reports.

**** Complete the following only if course is seeking general education status ****

GENERAL EDUCATION Competencies and Skills*:

Please highlight in **green** font all Competencies/Skills from the list below that apply to this course. In the box to the right of the Competency/Skill, enter all specific learning outcome numbers (i.e. 1.1, 2.7, 5.12) that apply.

1. Read with critical comprehension	
2. Speak and listen effectively	
3. Write clearly and coherently	
4. Think creatively, logically, critically, and reflectively (analyze, synthesize, apply, and evaluate)	
5. Demonstrate and apply literacy in its various forms: (highlight in green ALL that apply) (1. technological, 2. informational, 3. mathematical, 4. scientific, 5. cultural, 6. historical, 7. aesthetic and/or 8. environmental)	
6. Apply problem solving techniques to real-world experiences	
7. Apply methods of scientific inquiry	
8. Demonstrate an understanding of the physical and biological environment and how it is impacted by human beings	
9. Demonstrate an understanding of and appreciation for human diversities and commonalities	
10. Collaborate with others to achieve common goals.	
11. Research, synthesize and produce original work	
12. Practice ethical behavior	
13. Demonstrate self-direction and self motivation	
14. Assume responsibility for and understand the impact of personal behaviors on self and society	
15. Contribute to the welfare of the community	

** General Education Competencies and Skills endorsed by '05-'06 General Education Task Force*



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UNITS

Unit 1 Modern Supervision

General Outcome:

- 1.0 The student shall be able to describe and explain basic management processes and identify the skills required by a supervisor.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1 Describe and explain basic management processes.
- 1.2 Differentiate management from supervision.
- 1.3 Understand the unique role of the supervisor in a modern company.
- 1.4 Recognize the important skills required of a supervisor.
- 1.5 Describe trends that could affect the job of the supervisor.



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Unit 2 Leadership

General Outcome:

- 2.0 The student shall be able to describe the different leadership styles and identify the traits necessary for successful leadership in a supervisory capacity.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 Compare leadership styles available to supervisors.
- 2.2 Identify criteria for choosing a leadership style.
- 2.3 Describe guidelines for giving directions to employees.
- 2.4 Explain how supervisors can develop and maintain good relations with employees, other supervisors, and managers.



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Unit 3 Communication

General Outcome:

- 3.0 The student shall be able to understand the importance of communication within an organizational environment and identify a number of different communication methods.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 3.1 Describe the process of communication.
- 3.2 Distinguish between hearing and listening.
- 3.3 Identify barriers to effective communication.
- 3.4 Distinguish between verbal and non-verbal communication.
- 3.5 Distinguish between formal and informal communication and explain the role of the “grapevine” in the workplace.



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Unit 4 High Ethical Standards

General Outcome:

- 4.0 The student shall be able to describe the importance of high ethical standards to the performance of a supervisor.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 4.1 Define ethics and explain standards for ethical behavior.
- 4.2 Discuss the impact of cultural differences on ethical issues.
- 4.3 Outline ways to make ethical decisions.
- 4.4 Provide guidelines for supervising unethical employees.
- 4.5 Define whistle-blowers and describe how they should be treated.



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Unit 5 Achieving Goals – Problem Solving, Decision-Making and Productivity

General Outcome:

- 5.0 The student shall be able to differentiate between goals and objectives and understand how, through problem-solving and decision-making, a supervisor enables employees to achieve both in the workplace.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 5.1 Describe the types of planning that takes place in organizations.**
- 5.2 Discuss the supervisor's role in the planning process.**
- 5.3 List characteristics for effective controls.**
- 5.4 Identify steps in rational decision making.**
- 5.5 Describe guidelines for group decision making.**
- 5.6 Describe how supervisors can establish a create work environment.**
- 5.7 Identify ways to overcome barriers to creativity.**



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Unit 6 Organization, Authority and Teamwork

General Outcome:

- 6.0 The student shall be able to understand how organization, authority and teamwork are used by organizations to achieve their overall goals.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1 Describe organizational charts and differentiate between line and staff authority.**
- 6.2 Compare and contrast authority, power, responsibility, and accountability.**
- 6.3 Identify the steps in the organizational process.**
- 6.4 Be aware of the relationship between delegation and decentralization.**
- 6.5 Be able to present several ways of achieving successful delegation.**
- 6.6 Describe characteristics of groups and their differences in the workplace.**
- 6.7 Describe how a supervisor can lead a team to productivity.**
- 6.8 Discuss how to plan and conduct an effective meeting.**



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Unit 7 Employee Management

General Outcome:

- 7.0 The student shall be able to describe how supervisors recruit and select, train, motivate, and appraise employees. In addition, students will understand how supervisors deal with problem employees.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 7.1 Identify steps in the selection process and the role of the supervisor in procuring new employees.**
- 7.2 Discuss interviewing techniques and employment tests.**
- 7.3 Summarize the impact of legislation, such as the Americans with Disabilities Act and anti-discrimination laws, on the recruitment process.**
- 7.4 Define major types of training.**
- 7.5 Discuss the importance of supervisor mentoring.**
- 7.6 Identify the relationship between motivation and performance.**
- 7.7 Describe various theories of motivation.**
- 7.8 Identify non-financial ways that supervisors can motivate employees.**
- 7.9 Discuss the steps and benefits of conducting performance appraisals.**
- 7.10 Outline the guidelines for preparing and conducting the appraisal interview.**
- 7.11 Identify common types of problems among employees.**
- 7.12 Explain counseling techniques and why supervisors should use them.**
- 7.13 Discuss the role of a human resource department in helping the supervisor with a problem employee.**
- 7.14 Discuss ways of administering discipline.**



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Unit 8 Managing Diversity

General Outcome:

- 8.0 The student shall be able to understand the importance of diversity to a company's performance and how to channel that diversity to create a competitive advantage.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 8.1 Define diversity and its impact on the workforce.**
- 8.2 Differentiate between prejudice, discrimination, and stereotyping in the workplace.**
- 8.3 Explain sexism and ageism.**
- 8.4 Describe the goals of diversity training.**
- 8.5 List recent legislation affecting diversity.**



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Unit 9 Managing Conflict and Change

General Outcome:

- 9.0 The student shall be able to understand the need for supervisors to resolve conflict and deal with change in an ever-evolving society.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 9.1 Define conflict and list its positive and negative consequences.
- 9.2 Explain conflict resolution and other strategies for managing conflict.
- 9.3 Identify sources of change and explain why people resist it.
- 9.4 Describe types of power supervisors have.
- 9.5 Identify common strategies for organizational politics.



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Unit 10 Managing Time and Stress

General Outcome:

10.0 The student shall learn best practices to manage time and stress.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

10.1 Discuss how supervisors should plan and evaluate their use of time in the workplace.

10.2 Identify time wasters and control them.

10.3 List factors that contribute to employee stress.

10.4 Explain how supervisors can manage their own stress.

10.5 Identify ways organizations can help employees manage stress.



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Unit 11 Supervision Laws

General Outcome:

11.0 The student shall be able to understand how supervisors operate within the confines of laws and a union environment (if it exists in an organization).

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 11.1 Summarize the purpose of OSHA and its relationship to workplace safety.**
- 11.2 Identify the basic categories of health and safety hazards in the workplace.**
- 11.3 Explain the supervisor's role during a union organization drive and collective bargaining.**
- 11.4 Explain guidelines for handling employee grievances related to a union contract.**
- 11.5 Summarize laws related to fair employment and sexual harassment in the workplace.**