



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

**LAST REVIEW:** 2008 – 2009

**NEXT REVIEW:** 2013 - 2014

**STATUS:** A

**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

## **EVALUATION:**



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

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.

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

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



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

Common Course Number: MNA 2345

## 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.



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

Common Course Number: MNA 2345

## 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.



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

Common Course Number: MNA 2345

## 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.



**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.**



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

Common Course Number: MNA 2345

## 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.



**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.**



**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.**



**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.**



**Common Course Number: MNA 2345**

**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.**



**Common Course Number: MNA 2345**

**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.**



**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.**