

## Master Syllabus

### MAN 2101 - Introduction to Supervision

**Division:** Business and Public Services

**Department:** Management

**Credit Hour Total:** 3.0

**Lecture Hrs:** 3.0

**Date Revised:** October 2012

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### Course Description:

Strategies and techniques for current, as well as prospective, supervisors emphasizing the assessment of skills required, the analysis of situational factors and the development of creative approaches to effective supervision.

### General Education Outcomes:

- Written Communication Competency
- Critical Thinking/Problem Solving Competency
- Oral Communication Competency

### Course Outcomes:

#### Motivational theories and performance appraisals

Compare the theories of motivation, and describe the importance and benefit of performance appraisals.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Achieve 70% or better on locally developed exam.

**Assessment Method:** Simulations

**Performance Criteria:** Achieve 70% or better on rubric.

#### Role of labor unions and supervisory control

Examine the history and importance of labor unions and the importance of supervisory control.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Achieve 70% or better on locally developed exam.

#### Conflict, stress, counseling and discipline

Describe the importance of properly dealing with conflict and stress, as well as the proper ways to deal with counseling and disciplining employees.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Achieve 70% or better on locally developed exam.

**Assessment Method:** Simulations

**Performance Criteria:** Achieve 70% or better on rubric.

#### Basic supervisory functions

Examine the basic supervisory functions of planning, organizing, staffing, leading, and controlling as well as the importance of proper communication.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Achieve 70% or better on locally developed exam

#### Team development and leadership

Discuss the process of team development and the theory behind leadership styles.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Achieve 70% or better on locally developed exam.

### Outline:

Basic supervisory functions  
Conflict and stress, counseling, and disciplinary action  
Staffing and appraising employees  
Decision making  
Work groups  
Motivating employees  
Effective communication  
Leadership  
Role of labor unions  
Supervisory control