

EASTERN ARIZONA COLLEGE
Supervision
Course Design
2017-2018

Course Information

Division Business
Course Number SBM 121
Title Supervision
Credits 3
Developed by Mike Fox
Lecture/Lab Ratio 3 Lecture/0 Lab

Transfer Status

ASU	NAU	UA
Elective Credit	Elective Credit	Elective Credit

Activity Course No
CIP Code 52.0703
Assessment Mode Pre-Post Test (25 Questions/50 Points)
Semester Taught Spring
GE Category None
Separate Lab No
Awareness Course No
Intensive Writing Course No

Prerequisites

None

Educational Value

- A. TO GENERAL EDUCATION: Acquaints the student with important skills needed in numerous people-to-people situations not related to employment.
- B. TO MAJOR / PROGRAM: Required for the Small Business Management AAS degree and the Small Business Proprietor Certificate. It also serves an option choice for several other occupational programs.
- C. OTHER: The principles learned in this course assist students in understanding and managing one's own personal day-to-day affairs, as they relate to other people.

Description

This course explores the supervisory skills needed to become a successful supervisor. It accomplishes this objective through coverage of the principles of management: planning, organizing, staffing, leading, and control. Students receive hands-on experience in many situations faced by supervisors.

Supplies

None

Competencies and Performance Standards

1. Explore the contemporary supervisory challenge.

Learning objectives

What you will learn as you master the competency:

- a. Examine the challenges facing the modern supervisor.
- b. Identify the managerial functions.
- c. Explain the critical importance of communication in supervision.
- d. Demonstrate the motivational principles necessary for effective supervision.
- e. Show effective ways to solve supervisory problems.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis
- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner examines the challenges facing the modern supervisor
- o learner identifies the managerial functions
- o learner explains the critical importance of communication in supervision
- o learner demonstrates the motivational principles necessary for effective supervision
- o learner shows effective ways to solve supervisory problems

2. Explain the planning function performed by the supervisor.

Learning objectives

What you will learn as you master the competency:

- a. Identify the essentials of planning.
- b. Demonstrate effective planning techniques.
- c. Explain the concepts of managing time and stress.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis
- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner identifies the essentials of planning
- o learner demonstrates effective planning techniques
- o learner explains the concepts of managing time and stress

3. Demonstrate the managerial principles of organizing.

Learning objectives

What you will learn as you master the competency:

- a. Outline the components of effective organizing.

- b. Explain ways of organizing at the departmental level.
- c. Use effective techniques in managing a meeting.
- d. Outline the knowledge and actions incumbent on the supervisor as related to labor unions.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis
- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner outlines the components of effective organizing
- o learner explains ways of organizing at the departmental level
- o learner uses effective techniques in managing a meeting
- o learner outlines the knowledge and actions incumbent on the supervisor as related to labor unions

4. Show how effective organizational staffing is accomplished.

Learning objectives

What you will learn as you master the competency:

- a. Examine the steps involved recruiting and selecting employees.
- b. Explain the importance of employee orientation and training.
- c. Demonstrate effective performance appraisals and their results.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis
- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner examines the steps involved recruiting and selecting employees
- o learner explains the importance of employee orientation and training
- o learner demonstrates effective performance appraisals and their results

5. Summarize the supervisory function of leading.

Learning objectives

What you will learn as you master the competency:

- a. Summarize the processes of introducing change.
- b. Explain the concepts of managing work groups.
- c. Illustrate how to improve workplace morale.
- d. Classify the principles of managing diversity.
- e. Show how to resolve conflicts in the workplace.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis

- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner summarizes the processes of introducing change
- o learner explains the concepts of managing work groups
- o learner illustrates how to improve workplace morale
- o learner classifies the principles of managing diversity
- o learner shows how to resolve conflicts in the workplace

6. Explain how controlling is an essential supervisory function.

Learning objectives

What you will learn as you master the competency:

- a. Examine the fundamentals of controlling for the supervisor.
- b. Demonstrate effective resolution of conflicts in the workplace.

Performance Standards

Competence will be demonstrated:

- o on satisfactory completion of skills assignments on either an individual or group basis
- o on completion of case presentations related to topic
- o on satisfactory completion of written exam

Criteria - Performance will be satisfactory when:

- o learner examines the fundamentals of controlling for the supervisor
- o learner demonstrates effective resolution of conflicts in the workplace

Types of Instruction

Classroom Presentation

Grading Policy

Grading Rationale

One-hour tests and final exam - 45%

Post-test - 10%

Skills Assignments - 20%

Written Cases - 15%

Oral Case Presentation - 10%

Total possible - 100%

Grading Scale

A 90-100%

B 80-89%

C 70-79%

D 60-69%

F Below 60%