COURSE TITLE: Supervisory Management

COURSE NUMBER: BBM 315

I. RATIONALE:

The successful management of employees requires supervisors to be more than just the “boss”. Supervisors today should be skilled in aspects concerning technical, human relations, conceptual and decision making categories. Through this course students will identify the principles of today’s workforce, understand the supervisor’s roles and relationships to employees, and describe the decision making process, motivational tools and leadership styles from a supervisor’s perspective.

II. MAJOR INSTRUCTIONAL GOALS:

GOAL A:
Define the roles of the supervisors in today’s business environment.

Learning Outcomes: The student will:

A-1 Understand what being a supervisor means in the 21st century
A-2 Identify the skills required to be a successful supervisor

GOAL B:
Identify the relationship between supervision and productivity

Learning Outcomes: The student will:

B-1 Know why the supervisor is an integral part of quality control
B-2 Understand various approaches to successful quality control methods
B-3 Identify the methods used by supervisors to improve productivity
B-4 Learn how to manage groups and teams to increase productivity

GOAL C:
Explain the benefits of ethical behavior and its challenges

Learning Outcomes: The student will:

C-1 Define ethics and their effect on specific organizational standards
C-2 Understand what influences ethical behavior
C-3 Learn to make ethical decisions
GOAL D:
Define the functions of a supervisor

**Learning Outcomes:** The student will:

- D-1 Understand how goals and objectives affect the supervisor’s role in the organization
- D-2 Recognize the various types of organization levels and the authority associated with each.
- D-3 Comprehend the importance of effective leadership
- D-4 Learn problem solving, decision making and creativity skills

GOAL E:
Define the skills of a supervisor

**Learning Outcomes:** The student will:

- E-1 Understand the importance of communication and the barriers that supervisors may face.
- E-2 Learn how to motivate employees
- E-3 Understand the difference between counseling and disciplining employees
- E-4 Learn methods to effectively manage time, stress, conflict and change

GOAL F:
Understand the relationship between supervisors and the Human Resources Department

**Learning Outcomes:** The student will:

- F-1 Recognize the supervisor’s role in the employment selection process
- F-2 Know the supervisor’s role in developing orientation and training programs for employees
- F-3 Learn how to effectively implement performance appraisals and use them to meet organizational goals and objectives.
- F-4 Be familiar with the relationship between supervision and government regulations