

Common Course Outline

MNGT 110

Principles of Supervision

3 Credits

Community College of Baltimore County

Description

MNGT 110 – 3 credits – Principles of Supervision explores modern concepts and skills necessary for the first level of management. Supervisory theories will be applied to workplace situations for problem solving and discussion.

3 Credits

Prerequisites: ACLT 052 or ACLT 053

Overall Course Objectives

Upon successful completion of this course students will be able to:

1. identify the functions and skills of the first line supervisor;
2. explain modern supervisory challenges;
3. discuss the role of the supervisor in maintaining quality and productivity;
4. recognize the need for ethical conduct and the exercise of social responsibility by management;
5. explain the importance of diversity and how it contributes to a competitive advantage;
6. identify the elements of organizational dynamics and teamwork in management;
7. discuss the interrelationship between goals, plans, organizing, and authority;
8. enumerate the basic elements in decision making, problem solving and conflict resolution;
9. identify communication techniques in managing problem employees;
10. discuss the role of supervision when selecting, training and evaluating employees;
11. describe basic labor relation principles, equal employment opportunity, and general employment laws and doctrines related to human resources;
12. explain motivational theories and techniques; and
13. apply effective solutions to case situations using sound supervisory principles.

Major Topics

- I. Supervision
 - A. Historical perspective
 - B. Types of supervisory skills
 - C. General functions and responsibilities of the supervisor
 - D. Characteristics of a successful supervisor
 - E. Motivating employees

- F. Modern supervisory challenges
- II. Ensuring High Quality and Productivity
 - A. Consequences of poor quality
 - B. Types of quality control and standards
 - C. Guidelines and methods for improving quality
 - D. Measuring and improving productivity
 - E. Employees fears about productivity
- III. Ethical Conduct and Social Responsibility
 - A. Fundamentals of corporate social responsibility
 - B. Ethics in the workplace
 - C. Ethical behaviors of supervisors
 - D. Treatment of whistle-blowers
 - E. Sustainability
- IV. Managing Diversity
 - A. What is diversity?
 - B. Challenges to working in a diverse society
 - C. Implications for the supervisor
- V. Groups and Teams
 - A. Groups in the workplace
 - B. Characteristics of groups
 - C. Team development
 - D. Effective meetings
- VI. Reaching Goals, Plans, Organizing, and Authority
 - A. Goals, plans and objectives
 - B. The structure of an organization
 - C. The process of organizing
 - D. Delegating authority and responsibility
 - E. Characteristics of effective controls
- VII. Problem Solving, Decision Making, and Conflict Resolution
 - A. Process of decision making
 - B. Guidelines for decision making
 - C. Tools for decision making
 - D. Group decision making
 - E. Managing Interpersonal Conflict
 - F. Changes in the workplace
- VIII. Communication and Problem Employees
 - A. Communicating effectively
 - B. Barriers to communications
 - C. Types of messages
 - D. Counseling, discipline, and troubled employees
 - E. Sources of support
- IX. Human Resources
 - A. Recruitment and selection process
 - B. Labor relations and equal employment opportunities
 - C. General employment laws and doctrines
 - D. Orientation and training
 - E. Performance management process, common appraisals, and sources of bias

Course Requirements

Grading procedures will be determined by the individual faculty member but will include the following:

Exams

At least three (3) proctored exams for traditional/face-to-face classes and online/hybrid classes.

Written Assignments:

Students are required to utilize appropriate academic resources. The individual faculty member will determine specific writing assignments but must include at least two written assignments. Examples include but are not limited to:

- Written case studies
- Term paper/project
- Topic related exercises

Other Course Information: This course is one of the program requirements for Business Management.