

# **MNGT 115**

## **Seminar in Supervisory Problems**

3 Credits

Community College of Baltimore County  
Common Course Outline

### **Description**

**MNGT 115 – Seminar in Supervisory Problems:** Analysis and solving of specific types of technical and human problems encountered primarily by the first line supervisory; case problem approach is utilized.

### **Pre-requisites:**

**Co-requisites:** Remove if empty

### **Overall Course Objectives**

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

1. Identify the seven steps in the 7-step problem solving technique;
2. Develop a statement of problem, do basic fact analysis, and construct solutions to problems;
3. Solve basic human and/or technical problems typical of those encountered by the first line supervisor; and
4. Apply currently accepted supervisory principles in solving problems.

### **Major Topics**

- I. Role of the Supervisor
- II. Conflict within the organization
- III. Ethics and social responsibility
- IV. Managing time
- V. Decision making and problem solving
- VI. Improving methods
- VII. Problems with performance standards
- VIII. Complying with EEO
- IX. Matching people to jobs
- X. Orientation and induction of employees
- XI. Employee training and development
- XII. Appraising employee performance
- XIII. Improving employee performance
- XIV. Communicating
- XV. Employee health and safety
- XVI. Administering the CBA
- XVII. Maintaining discipline
- XVIII. Grievance handling
- XIX. Absenteeism and tardiness

The Common Course Outline (CCO) determines the essential nature of each course.

For more information, see your professor's syllabus.

- XX. Alcoholism in the workplace
- XXI. Drug abuse in the workplace
- XXII. Introducing change
- XXIII. Diversity in the workplace

### **Course Requirements**

Grading will be determined by the individual faculty member, but shall include the following, at minimum:

- **Methods of Instruction**
  - Written and/or experiential exercises, case problems, and mini games
  - Role playing
  - Discussions
  - Audi-visual materials
- **Methods of Evaluation**
  - Class participation
  - Oral case problem including role playing and mini games
  - Written case problems and exercises
  - Final examination
  - Attendance and tardiness

Written assignments and research projects: Students are required to use appropriate academic resources in their research and cite sources according to the style selected by their professor.

Date Revised: 6/13/2000