MNGT 110
Principles of Supervision
3 Credits

Community College of Baltimore County
Common Course Outline

Description

MNGT 110 – Principles of Supervision: is a course in which students explore the modern concepts and skills necessary for the first level of management. Supervisory theories will be applied to workplace situations for problem solving and discussion.

Pre-requisites: MNGT 101

Overall Course Objectives

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

1. identify the functions and skills of the supervisor;
2. explain the need for ethical conduct and social responsibility of management;
3. explain the importance of diversity and how it contributes to a competitive advantage;
4. identify the basic elements in decision making and problem solving;
5. discuss the role of supervision when selecting, training, compensating, and evaluating employees;
6. explain basic labor relation principles, equal employment opportunity, and general employment laws related to human resources;
7. identify effective communication and conflict resolution techniques used by supervisors;
8. identify motivational theories and techniques;
9. explain the role of the supervisor in maintaining control, quality, and productivity; and
10. discuss the interrelationship between planning, organizing, leading, and controlling.

Major Topics

I. Supervision
    a. Skills and functions
    b. Environmental influences both internal and external to the organization
    c. History of management theories
II. Ethical Conduct, Social Responsibility, and Diversity
III. Planning, Organizing, Leading, and Controlling
    a. Planning: vision, mission, goals, and objectives
    b. Organizing: organizational structures, process of organizing, and authority
    c. Leading: leadership theories and delegation
    d. Control: types of controls, steps in the control process, budgets, and data analysis
IV. Problem Solving and Decision Making

          a. Decision making styles

          b. Process, guidelines, and tools for decision making

V. Organizational Communication and Conflict Resolution

          a. Groups and teams

          b. Identify barriers to effective communication and provide solutions

          c. Counseling, progressive, and positive discipline

          d. Leading meetings

VI. Motivation

          a. Theories of motivation

          b. Job redesign

VII. Human Resources

          a. Hiring, training, development, and performance appraisals

          b. Unions

          c. Safety

<u>Course Requirements</u>

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

- two tests
- one written project
- three case studies
- five assignments using publisher software

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: 11/1/2022