San Bernardino Valley College
Curriculum Approved: December 8, 2003
Last Updated: June 17, 2004

I.   **CATALOG DESCRIPTION:**
        A.   Department Information:
                Division: Business & Economics
                Department: Business Administration
                Course ID: BUSAD 153
                Course Title: Introduction to Supervision
                Units: 3
                Lecture: 3 hours
                Laboratory: None
                Prerequisite: None

        B.   Catalog Description:
                This survey course introduces the major responsibilities of supervisory personnel with an
                emphasis on the importance of understanding employees' needs and motivations.

                Schedule Description:
                Introduces the major responsibilities of supervisory personnel with an emphasis on the
                importance of understanding employees' needs and motives.

II.   **NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT:** One.

III.   **EXPECTED OUTCOMES FOR STUDENTS:**
        Upon successful completion of the course, the student should be able to:
        A.   identify basic philosophies of supervision, concepts, and functions;
        B.   examine skill building approaches and develop effective supervisory skills;
        C.   appraise problems using principles of organizational psychology;
        D.   apply theories learned and place into practice.

IV.   **CONTENT:**
        A.   What is a Supervisor?
                1.   Modern Supervision: New Era Challenge
        B.   Modern Supervision Challenges
                1.   Ensuring High Quality
                2.   Teamwork: Emphasizing Powerful Meetings
                3.   Meeting High Ethical Standards
                4.   Managing Diversity
        C.   Functions of the Supervisor
                1.   Reaching Goals and Objectives
                2.   Organizing and Authority
                3.   The Supervisor as Leader
                4.   Problem Solving and Decision Making
        D.   Skills of the Supervisor
                1.   Communication
                2.   Motivating Employees
                3.   Improving Productivity
                4.   Supervising "Problem" Employees
                5.   Managing Time and Stress
                6.   Managing Conflict and Change
                7.   Negotiation and Politics
        E.   Supervision and Human Resources
                1.   Selecting Employees

      2.   Providing Orientation and Training
      3.   Appraising Performance
      4.   The Impact of the Law

V.   METHODS OF INSTRUCTION:
    A.   Lecture
    B.   Group Discussion
    C.   Cases/Problem Solving
    D.   Role Playing

VI.   TYPICAL ASSIGNMENTS:
    A.   Reading
        1.   Be familiar with organizational changes and the supervision of a culturally diverse work force.
    B.   Writing, critical thinking, or performance
        1.   Analyze the nature of the workforce, computer and communication technology, and the design of organization structures.

VII.   EVALUATION:
    A.   Methods of Evaluation
        1.   Examination: Objective and essay
            a.   Typical examination question:
                Describe the approaches in motivating employees.
        2.   Class participation
        3.   Oral and written assignments
    B.   Frequency of Evaluation
        1.   Two tests
        2.   Mid-term oral and written assignments
        3.   End of term presentations

VIII. TYPICAL TEXTS:
Certo. Samuel. <u>Supervision: Concepts and Skill-Building</u>, Columbus, OH: McGraw-Hill, 2002.
Hilgert, Leonard. <u>Supervision: Concepts & Practices of Management</u>, Cincinnati, OH: Thomson South-Western, 2001
Rue, Leslie W. and Byars, RueLloyd L. <u>Supervision: Key Link to Productivity</u>, Columbus, OH: McGraw-Hill, 2004.

IX.   OTHER SUPPLIES REQUIRED OF STUDENTS: None.