

Prepared by the Department of Business

Date of Departmental Approval: March 2, 2015

Date Approved by Curriculum and Programs: March 9, 2015

Effective: Fall 2015

1. **Course Number:** BUS103  
**Course Title:** Supervision
2. **Description:** This course provides an opportunity to learn effective supervision practices. Although various concepts and theories are covered to provide a conceptual framework for management and supervision, the emphasis is on the practical experiences of supervisors.
3. **Student Learning Outcomes:** Upon successful completion of this course, students are able to do the following.
  - Describe the key duties, responsibilities and challenges of a supervisor in a global environment
  - Recognize the dynamics of teams as they relate to supervisory management
  - Develop improved interpersonal relations skills
  - Demonstrate techniques for handling problems, complaints, grievances and disciplinary issues
  - Demonstrate motivation and leadership techniques to help improve employee performance
  - Demonstrate the ability to work effectively in team situations
  - Show an appreciation for working in a multicultural environment
  - Identify ethical considerations related to supervisory management situations
4. **Credits:** 3 credits
5. **Satisfies General Education Requirement:** No
6. **Prerequisite:** None
7. **Semesters Offered:** Fall, Spring, Summer
8. **Suggested General Guidelines for Evaluation:** The course grade is based on an evaluation of homework assignments, quizzes, examinations, team assignments and a team project.
9. **General Topical Outline:**
  - Supervisory Challenges Introduction to Course
  - High Quality and Productivity
  - Teamwork
  - Ethics
  - Diversity
  - Reaching Goals and Objectives
  - Organizing and Authority
  - Leadership
  - Problem Solving and Decision Making
  - Skill Development and Communication
  - Coaching for Higher Performance & Motivation
  - Discipline and Conflict
  - Managing Stress
  - Selecting, Appraising, & Disciplining Employees
  - Training Employees