COLLEGEWIDE COURSE OUTLINE OF RECORD

BUSN 165, TECHNIQUES OF SUPERVISION

COURSE TITLE: Techniques of Supervision
COURSE NUMBER: BUSN 165
PREREQUISITES: Demonstrated competency through appropriate assessment or earning a grade of “C” or better in ENGL 083 Reading Strategies for College and ENGL 093 Introduction to College Writing, or ENGL 095 Integrated Reading and Writing or ENGL 075 Co-Requisite Integrated Reading and Writing
SCHOOL: Business, Logistics, and Supply Chain
PROGRAM: Business Administration
CREDIT HOURS: 3
CONTACT HOURS: Lecture: 3
DATE OF LAST REVISION: Fall, 2014
EFFECTIVE DATE OF THIS REVISION: Fall, 2019

CATALOG DESCRIPTION: Introduces basic employee development with emphasis on the responsibilities of a newly-appointed supervisor. Emphasizes organizational structure, motivation, delegation of authority, interviews, orientation and induction of new employees, employee performance evaluations and dealing with employee conflict.

MAJOR COURSE LEARNING OBJECTIVES: Upon successful completion of this course, the student will be expected to:

1. Illustrate the role, expectations and functions of a supervisor and describe the essential characteristics of effective leadership.
2. Identify and apply the steps involved in problem solving and decision-making.
3. Compare the various motivational and supervisory management styles and give examples of how they may be used.
4. Explain the importance of the communication process to positive employee relations.
5. Explain the planning function, as it relates to necessary skills and techniques involved in tactical and strategic planning as well as effective time management, and analyze the importance of the leading function as the connecting link between all the other managerial functions.
6. Identify and distinguish the managerial concepts concerning formal organization including unity of command, span of supervision, line-and-staff authority, organizational structures, and delegation.
7. Explain the supervisory manager’s role in selection, orientation, training, performance appraisals, promotion, and compensation and illustrate how supervisory control involves the determination of whether goals and objectives have been met by actual performance and how this evaluation affects future goal-setting activities.

8. Analyze the importance of equal employment opportunity, diversity and management of legally protected employees.

9. Explain the role of labor unions in regards to supervisory activities, especially those involving grievances and complaints.

COURSE CONTENT: Topical areas of study include –

- Supervision
- Communication
- Leading/Leadership
- Motivation
- Management
- Decision-making
- Planning
- Time Management
- Organizing
- Meeting management
- Staffing
- Delegation
- Controlling
- Coaching
- Teamwork
- Morale
- Performance appraisal
- Discipline
- Diversity
- Equal employment opportunity
- Labor Unions
- Counseling

HOW TO ACCESS THE IVY TECH COMMUNITY COLLEGE LIBRARY:

The Ivy Tech Library is available to students on- and off-campus, offering full text journals and books and other resources essential for course assignments. Go to http://www.ivytech.edu/library/ and choose the link for your campus.

ATTENDANCE STATEMENT:

Students are expected to attend and participate regularly in class meetings, online learning activities and other activities assigned as a part of a course of instruction. Faculty are required to report student participation in compliance with institutional policies and federal financial aid guidelines. Faculty and staff shall be sensitive to students’ religious beliefs and observances, including an expectation that instructors make reasonable arrangements when a student must miss an exam or other academic exercise due to their religious observance. When notified in advance, and when possible, faculty will make allowances for students to make up missed work.
INSTRUCTIONAL METHOD:

This is a live, face-to-face or synchronous-video course. The synchronous-video course uses live webcast technology. The course lectures can be accessed by the student via any broadband connection so they may be able to participate from an off-campus location that has these capabilities. Students and instructors can communicate synchronously with each other throughout the scheduled time of the course. These video courses can be accessed by the student via any broadband connection so they may be able to participate from an off-campus location that has these capabilities. Each week’s assignments are summarized on the calendar, accessed from the Calendar button in IvyLearn. Learning activities can be found within the Modules area of the course. It takes a great deal of discipline, self-motivation, and effective time management skills to successfully complete an online course. Many students find it helpful to set aside specific times each week to work on course assignments.

Students with dial-up access will not be able to participate in these classes from home and will need to arrange for viewing site on campus or at a learning center.

ACADEMIC HONESTY STATEMENT:

The College is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement.

Cheating on papers, tests or other academic works is a violation of College rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

COPYRIGHT STATEMENT:

Students shall adhere to the laws governing the use of copyrighted materials. They must insure that their activities comply with fair use and in no way infringe on the copyright or other proprietary rights of others and that the materials used and developed at Ivy Tech Community College contain nothing unlawful, unethical, or libelous and do not constitute any violation of any right of privacy.

ADA STATEMENT:

Ivy Tech Community College seeks to provide reasonable accommodations for qualified individuals with documented disabilities. If you need an accommodation because of a documented disability, please contact the Office of Disability Support Services.
If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom.

Title IX STATEMENT:

Ivy Tech Community College is committed to providing all members of the College community with a learning and work environment free from sexual harassment and assault. Ivy Tech students have options for getting help if they have experienced sexual assault, relationship violence, sexual harassment or stalking. This information can be found at https://www.ivytech.edu/prevent-sexual-violence/index.html.

If students write or speak about having survived sexual violence, including rape, sexual assault, dating violence, domestic violence, or stalking, federal law and Ivy Tech policies require that instructors share this information with the Campus Title IX Coordinator. The Campus Title IX Coordinator will contact students to let them know about accommodations and support services at the College and in the community as well as options for holding accountable the person who harmed them. When contacted, students are not required to speak with the Campus Title IX Coordinator.

If students do not want the Title IX Coordinator notified, instead of disclosing this information to their instructor, students can speak confidentially with certain individuals at the College or in the community. A list of these individuals can be found at https://www.ivytech.edu/prevent-sexual-violence/index.html under Confidential Employees and/or Community Resources.