

BUTTE COLLEGE

COURSE OUTLINE

I. CATALOG DESCRIPTION

BUS 29 - Supervising Employees

1 Unit(s)

Prerequisite(s): NONE

Recommended Prep: NONE

Transfer Status: CSU

17 hours Lecture

This course helps students (both supervisors and prospective supervisors) develop insights about how to enhance performance in today's changing workplace. Topics pertain to decision-making, communication, motivation, organizational change and innovation. The focus is on self-assessment, analyzing and understanding work situations, and developing personal supervisory skills and strategies.

II. OBJECTIVES

Upon successful completion of this course, the student will be able to:

- A. Identify ways in which today's global work environment is diverse, and describe ways in which employees in particular demographic groups may be characterized in terms of their goals, values and customs.
- B. Devise strategies for using decision-making techniques contingent on an organization's needs.
- C. Explain the importance of effective communication (including listening) in work situations and describe methods for communicating effectively.
- D. Develop a variety of tools for effectively motivating employees, using job design, coaching, goal-setting, rewards and equitable supervisory practices.
- E. Describe ways in which organizations create atmospheres that encourage innovation and change.

III. COURSE CONTENT

A. Unit Titles/Suggested Time Schedule

Lecture	
<u>Topics</u>	<u>Hours</u>
1. Supervision in a Changing Workplace	3.00
2. Making Sound and Creative Decisions	3.00
3. Improving Communication Skills	4.00
4. Motivating Today's Employees	4.00
5. Managing Change and Innovation	3.00
Total Hours	17.00

IV. METHODS OF INSTRUCTION

- A. Lecture
- B. Collaborative Group Work
- C. Class Activities
- D. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
- E. Discussion

- F. Reading Assignments
- G. Multimedia Presentations

V. METHODS OF EVALUATION

- A. Exams/Tests
- B. Quizzes
- C. Homework
- D. Journal
- E. Class participation
- F. Written Assignments
- G. Short papers

VI. EXAMPLES OF ASSIGNMENTS

A. Reading Assignments

1. Read the text material relating to decision-making in organizations. Prepare for in-class discussion of whether the same general approach should be making by individuals making personal decisions and organizations making business decisions.
2. Read the text material pertaining to communication skills, in particular reflecting on and identifying your own communication style. Prepare for in-class discussion of each of the identified communication styles, its advantages and disadvantages.

B. Writing Assignments

1. Describe a situation from a current or recent job that relates to your “Making Sound and Creative Decisions.” Based on your reading of relevant text information, comment on how effectively the situation was handled. Also, make recommendations as to how a similar situation might be handled more effectively in the future. Please write this three- to four-page report in a way that protects the confidentiality of the organization and individuals involved.
2. Read the brief case scenario provided by your instructor that describes an organization that currently fails to effectively motivate its employees. Brainstorm ways in which supervisors might motivate employees via job design, goals setting, rewards and supervisory practices and, using the format provided, present your ideas in a two- to three-page paper.

C. Out-of-Class Assignments

1. Conduct research on the Internet investigating the topics of diverse goals, values and/or customs among workers in the USA or abroad. For example, investigate goals, values and/or customs that vary from one country to another. Or consider goals, values and/or customs that are unique to a particular demographic group (e.g., based on age, gender, religion, ethnic group, areas of the country). Write a five page paper (using APA citation format) to present and discuss what you have found. Reflect on the impact of your findings on managers in today’s organizations.
2. Complete the Skill Building Applications Incidents at the end of the chapter pertaining to “Encouraging Innovation and Change,” answering the questions posed after each with two to three descriptive sentences. Be prepared for discussion of your responses, including your rationale.

VII. RECOMMENDED MATERIALS OF INSTRUCTION

Textbooks:

- A. Sergiovanni, R., Starratt, R. and Cho, V.. Supervision: A Redefinition. 9th Edition. McGraw-Hill Publishing, 2013.
- B. Rue, L.R. & Byars, L.. Supervision: Key Link to Productivity. 10th Edition. McGraw-Hill Publishing, 2010.
- C. Certo, S.. Supervision: Concepts and Skill-Building. 8th Edition. McGraw-Hill Publishing,

2012.

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