

ITT Technical Institute  
**MG1350**  
**Fundamentals of Supervision**  
**Onsite Course**

**SYLLABUS**

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**Credit hours:** 4.5

**Contact/Instructional hours:** 45 (45 Theory Hours)

**Prerequisite(s) and/or Corequisite(s):**

Prerequisites: BU1110 Introduction to Business or equivalent

**Course Description:**

This course is an overview of the role of supervision in business. Students examine the challenges of motivation, communication, health and safety issues, collective bargaining and ethical conduct in the workplace.

## **Where Does This Course Belong?**

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The following diagram demonstrates how this course fits in the standard program:



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This course is required for the School of Business, including the associate degree in accounting and the associate degree in business management. This program covers the following core areas:

- Marketing
- Accounting
- Communications
- Supervision
- Management

## Course Summary

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### Major Instructional Areas

1. Functions of Supervision
2. Motivating Individual and Group Behavior
3. Coping with Workplace Dynamics

### Course Objectives

1. Compare and contrast key elements of the supervisor's job with those of the workers in the supervisor's work area.
2. Examine the supervisory challenges of globalization and a diverse workforce.
3. Articulate the tools and skills needed for effective goal setting and superior team performance.
4. Evaluate key communication, motivation, and leadership skills necessary for supervising employees.
5. Examine the supervisor's role in ensuring workplace health and safety.
6. Using the ITT Tech Virtual Library, examine the role of a supervisor in performance appraisals and employee counseling.
7. Apply the grievance procedure to collective bargaining.
8. Research current examples of ethical and unethical conduct in a business setting.
9. Given a course project, correctly apply critical thinking and analysis relevant to the performance of a first-line supervisor.

## Learning Materials and References

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### Required Resources

Textbook Package	New to this Course	Carried over from Previous Course(s)	Required for Subsequent Course(s)
Robbins, S. P., DeCenzo, D. A., & Wolter R. M. (2013). <i>Supervision today!</i> (7th ed.). Upper Saddle River, NJ: Pearson Prentice Hall.	■		■

### Recommended Resources

ITT Tech Virtual Library (accessed via Student Portal)

- Reference> Career Self-Assessment> Self-Assessment Library
  - Prentice Hall Business Publishing. *The Self-Assessment Library: insights into your skills, abilities and interests.*
  -
- Books> Ebrary:
  - Adair, John. ( © 2003). *The concise Adair on leadership.*[Books24x7 version] Available from <http://common.books24x7.com.proxy.itt-tech.edu/toc.aspx?bookid=9374>.

Adair, John. ( © 2004). *The concise Adair on teambuilding and motivation.* [Books24x7 version] Available from <http://common.books24x7.com.proxy.itt-tech.edu/toc.aspx?bookid=9375>.

#### Professional Associations

- Small Business Administration (SBA): <http://www.sba.gov/>
- Society for Human Resource Management (SHRM): <http://www.shrm.org>
- U.S. Equal Employment Opportunity Commission (EEOC): <http://www.eeoc.gov>
- U.S. Occupational Safety and Health Administration (OSHA): <http://www.osha.gov>

### Information Search

Use the following keywords to search for additional online resources that may be used for supporting your work on the course assignments:

- Supervision
- Management
- Change management
- Leadership
- Situational leadership
- Organizational structure

- Organizational conflict resolution
- Organizational culture
- Organizational diversity
- Organizational health and safety

**NOTE:** All links are subject to change without prior notice.

## Course Plan

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### Suggested Learning Approach

In this course, you will be studying individually and within a group of your peers. As you work on the course deliverables, you are encouraged to share ideas with your peers and instructor, work collaboratively on projects and team assignments, raise critical questions, and provide constructive feedback.

Use the following advice to receive maximum learning benefits from your participation in this course:

DO	DON'T
<ul style="list-style-type: none"> <li>▪ Do take a proactive learning approach.</li> <li>▪ Do share your thoughts on critical issues and potential problem solutions.</li> <li>▪ Do plan your course work in advance.</li> <li>▪ Do explore a variety of learning resources in addition to the textbook.</li> <li>▪ Do offer relevant examples from your experience.</li> <li>▪ Do make an effort to understand different points of view.</li> <li>▪ Do connect concepts explored in this course to real-life professional situations and your own experiences.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Don't assume there is only one correct answer to a question.</li> <li>▪ Don't be afraid to share your perspective on the issues analyzed in the course.</li> <li>▪ Don't be negative about the points of view that are different from yours.</li> <li>▪ Don't underestimate the impact of collaboration on your learning.</li> <li>▪ Don't limit your course experience to reading the textbook.</li> <li>▪ Don't postpone your work on the course deliverables—work on small assignment components every day.</li> </ul>

## Course Outline

<b>Unit 1: SUPERVISION DEFINITIONS</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Recall the roles and responsibilities of a supervisor, as discussed in the course text and reference materials.</li> <li>Describe the differences in roles and responsibilities between a supervisor and the supervised staff members.</li> <li></li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapter 1</li> <li>Prentice Hall Self-Assessment Library 3.4</li> </ul>	Assignment	Unit 1 Assignment 1: Comprehension: Review and Discussion Questions	2%
		Unit 1 Assignment 2: Thinking Critically	2%
	Research Paper	Unit 1 Research Paper Part 1: Getting to Know Yourself	2%

<b>Unit 2: SUPERVISION CHALLENGES</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Describe the differences in roles and responsibilities between a supervisor and the supervised staff members.</li> <li>Describe some of the challenges supervisors face in dealing with globalization and diversity.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapter 2</li> </ul>	Discussion	Unit 2 Discussion 1: Working with Diversity	2%
	Project	Unit 2 Project Part 1: Project Proposal	2%
	Assignment	Unit 2 Assignment 1: Two Case Studies	2%

<b>Unit 3: PLANNING AND GOAL SETTING</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Describe supervision skills necessary for effective goal-setting, goal analysis, and superior performance.</li> <li>Describe supervision skills necessary for effective communication, motivation, and leadership.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapter 3</li> </ul>	Discussion	Unit 3 Discussion 1: Establishing Plans	2%
	Research Paper	Unit 3 Research Paper Part 2: SMART Goals	2%

<b>Unit 4: ORGANIZING</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Describe supervision skills necessary for effective goal setting, goal analysis, and superior performance.</li> <li>Describe supervision skills necessary for effective communication, motivation, and leadership.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapter 4</li> </ul>	Discussion	Unit 4 Discussion 1: Using Plans	2%
		Unit 4 Discussion 2: A Noble Supervisor	2%
	Research Paper	Unit 4 Research Paper Part 3: Self-Assessment	2%
	Project	Unit 4 Project Part 2: Organizing	3%



<b>Unit 5: STAFFING AND RECRUITING</b>		<b>Unit Duration:</b> 1 week	
Upon completion of this unit, students are expected to: <ul style="list-style-type: none"> <li>Describe the differences in roles and responsibilities between a supervisor and the supervised staff members.</li> <li>Describe some of the challenges supervisors face in dealing with globalization and diversity.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter, Chapter 5</li> </ul>	Discussion	Unit 5 Discussion 1: Staffing and Hiring	2%
		Unit 5 Discussion 2: Net That Job	2%
	Project	Unit 5 Project Part 3: Staffing and Recruiting	5%

<b>Unit 6: CONTROLLING, PROBLEM ANALYSIS, AND DECISION MAKING</b>		<b>Unit Duration:</b> 1 week	
Upon completion of this unit, students are expected to: <ul style="list-style-type: none"> <li>Describe supervision skills necessary for effective communication, motivation, and leadership.</li> <li>Analyze employee performance to identify key areas of achievement and necessary improvement.</li> <li>Develop action plans to help employees achieve greater productivity individually and via effective teamwork.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapters 6 &amp; 7</li> </ul>	Discussion	Unit 6 Discussion 1: Control Measures at Frito-Lay	2%
		Unit 6 Discussion 2: Developing a Decision-Making Style	2%
	Assignment	Unit 6 Assignment 1: Review and Discussion Questions	2%
	Midterm	Midterm Exam (Units 1–5)	10%

<p><b>Unit 7: MOTIVATING AND LEADING FOLLOWERS</b></p> <p>Upon completion of this unit, students are expected to:</p> <ul style="list-style-type: none"> <li>Describe supervision skills necessary for effective communication, motivation, and leadership.</li> <li>Analyze employee performance to identify key areas of achievement and necessary improvement.</li> </ul>			<p><b>Unit Duration:</b> 1 week</p>
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapters 8 &amp; 9</li> </ul>	Discussion	Unit 7 Discussion 1: Doldrums in the Dental Office	2%
		Unit 7 Discussion 2: Order Up	2%
	Research Paper	Unit 7 Research Paper Part 4: Characteristics of Leaders	2%

<p><b>Unit 8: COMMUNICATING EFFECTIVELY AND DEVELOPING GROUPS</b></p> <p>Upon completion of this unit, students are expected to:</p> <ul style="list-style-type: none"> <li>Describe supervision skills necessary for effective communication, motivation, and leadership.</li> <li>Analyze employee performance to identify key areas of achievement and necessary improvement.</li> </ul>			<p><b>Unit Duration:</b> 1 week</p>
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapter 10 &amp; 11</li> </ul>	Discussion	Unit 8 Discussion 1: Communication Problems at Ozark Corporation	2%
		Unit 8 Discussion 2: Distribution at Hewlett-Packard	2%
	Project	Unit 8 Project Part 4: Team Development	5%

<b>Unit 9: PERFORMANCE APPRAISAL AND WORKPLACE HEALTH AND SAFETY</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Analyze employee performance to identify key areas of achievement and necessary improvement.</li> <li>Develop action plans to help employees achieve greater productivity individually and via effective teamwork.</li> <li>Identify legislation affecting workplace health, safety, and labor relations; implement strategies for effective labor relations.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapters 12 &amp; 13</li> </ul>	Project	Unit 9 Project Part 5: Performance Appraisals	5%
	Discussion	Unit 9 Discussion 1: Using 360-Degree Performance Appraisals	2%
		Unit 9 Discussion 2: Safety First at the Samson Company	2%

<b>Unit 10: LABOR ISSUES AND CHANGE MANAGEMENT</b>			<b>Unit Duration:</b> 1 week
Upon completion of this unit, students are expected to:			
<ul style="list-style-type: none"> <li>Develop action plans to help employees achieve greater productivity individually and via effective teamwork.</li> <li>Perform effective conflict resolution, negotiation, and relevant/productive disciplinary action.</li> <li>Identify and Implement proper change control processes at the supervisory level.</li> <li>Identify legislation affecting workplace health, safety, and labor relations; implement strategies for effective labor relations.</li> </ul>			
READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
<ul style="list-style-type: none"> <li>Robbins, DeCenzo, &amp; Wolter Chapters 14–16</li> </ul>	Research Paper	Unit 10 Research Paper Part 5: Self-Development Plan	2%
	Discussion	Unit 10 Discussion 1: Dealing with Conflict at Eco Landscape	2%
		Unit 10 Discussion 2: Faragut Services Faces a Union Challenge	2%

**Unit 11: COURSE REVIEW AND FINAL EXAM****Unit Duration:**

1 week

Upon completion of this unit, students are expected to:

- Perform effective conflict resolution, negotiation, and relevant/productive disciplinary action.
- Identify legislation affecting workplace health, safety, and labor relations; implement strategies for effective labor relations.

READING ASSIGNMENT	GRADED ACTIVITIES/DELIVERABLES		
	Grading Category	Activity/Deliverable Title	Grade Allocation (% of all graded work)
• None	Project	Project Part 6: Report and Presentation (Portfolio)	10%
	Exam	Final Exam	10%

## Evaluation and Grading

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### Evaluation Criteria

The graded assignments will be evaluated using the following weighted categories:

Category	Weight
Assignment	8%
Research Paper	10%
Project	30%
Discussion	32%
Midterm	10%
Exam	10%
<b>TOTAL</b>	<b>100%</b>

### Grade Conversion

The final grades will be calculated from the percentages earned in the course, as follows:

Grade	Percentage	Credit
A	90–100%	4.0
B+	85–89%	3.5
B	80–84%	3.0
C+	75–79%	2.5
C	70–74%	2.0
D+	65–69%	1.5
D	60–64%	1.0
F	<60%	0.0

## **Academic Integrity**

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All students must comply with the policies that regulate all forms of academic dishonesty, or academic misconduct, including plagiarism, self-plagiarism, fabrication, deception, cheating, and sabotage. For more information on the academic honesty policies, refer to the Student Handbook and the Course Catalog.

*(End of Syllabus)*