

# Inver Hills Community College

## **BUS 1150: Supervisory Techniques In Business**

### **A. COURSE DESCRIPTION**

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: 0

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Covers the essential decision making skills necessary for effective supervision and leadership of work groups and individuals. The supervisor's role in the organization is also studied. Emphasis is placed on problem solving and achieving results without the negative use of power or other demoralizing approaches. This course is designed to help potential and existing supervisors enhance their effectiveness.

### **B. COURSE EFFECTIVE DATES: 08/25/2003 - Present**

### **C. OUTLINE OF MAJOR CONTENT AREAS**

1. Appraising employee performance: 5%
2. Coping with change: 5%
3. Counseling employees: 5% Supervisory control and quality: 5%
4. Discipline and grievance handling: 5%
5. Ethics and organization politics: 5%
6. Handling conflict: 5%
7. Improving productivity through cost control: 5%
8. Improving your communication skills: 5%
9. Leading employees: 5%
10. Making sound and creative decisions: 5%
11. Managing your time: 5%
12. Obtaining, developing and motivating employees: 10%
13. Productivity and methods improvement: 5%
14. Safety and accident prevention: 5%
15. Supervisory planning, organizing and delegation: 10%
16. The supervisor's job: 5%
17. Understanding unions: 5%

#### **D. LEARNING OUTCOMES (General)**

1. Explain supervisory control as it applies to achieving productivity, quality and safety goals, and compliance with legal and contractual requirements
2. Describe the process of motivation and ways of dealing with challenges associated with change, stress, and interpersonal conflict
3. Describe the staffing function and the supervisor's role in recruiting, training, and developing employees
4. Identify different ways of organizing people and their activities in order to pursue established plans
5. Establish performance goals and plans by which to achieve them
6. Evaluate her/his personal skills and attitudes as they apply to being an effective supervisor
7. Describe the work of a supervisor and how supervision complements other levels of management and the skills necessary to perform the job of supervision

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

None noted