



Western Technical College

## 10196191 Supervision

### Course Outcome Summary

#### Course Information

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| <b>Description</b>         | The learner applies the skills and tools necessary to perform the functions of a frontline leader. Each learner will demonstrate the application of strategies and transition to a contemporary supervisory role including day-to-day operations, analysis, delegation, controlling, staffing, leadership, problem-solving, team skills, motivation, and training. |
| <b>Career Cluster</b>      | Business Management and Administration   |
| <b>Instructional Level</b> | Associate Degree Courses   |
| <b>Total Credits</b>       | 3  |
| <b>Total Hours</b>         | 54   |

#### Textbooks

*Supervision: Concepts and Skill Building*. 11th Edition. Copyright 2022. Certo, Samuel. Publisher: McGraw-Hill Publishing Company. **ISBN-13**: 978-1-264-07270-5. Required.

#### Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Live Responsibly: Foster Accountability
3. Refine Professionalism: Act Ethically
4. Refine Professionalism: Improve Critical Thinking
5. Refine Professionalism: Participate Collaboratively

#### Program Outcomes

1. Apply effective leadership skills.
2. Apply Human Resource policies and procedures.
3. Perform supervisory management functions to achieve organizational objectives.

## Course Competencies

### 1. Explore the role of the supervisor.

#### Assessment Strategies

- 1.1. Group Discussion
- 1.2. Written Product

#### Criteria

*You will know you are successful when*

- 1.1. You describe the technical and interpersonal skills necessary for effective supervision.
- 1.2. You describe the common functions performed by the supervisor.
- 1.3. You summarize the characteristics of an effective supervisor.
- 1.4. You identify the importance and the use of job descriptions.
- 1.5. you summarize the process of delegating.

#### Learning Objectives

- 1.a. Summarizes the characteristics of an effective supervisor.
- 1.b. Identifies the functions and skills of a supervisor.
- 1.c. Examine their ability to effectively supervise.
- 1.d. Explore supervisory job descriptions.
- 1.e. Define responsibility, accountability, and authority in regards to the delegation process.
- 1.f. Analyze why supervisors might be unwilling to delegate.

### 2. Apply organizing principles and tools.

#### Assessment Strategies

- 2.1. Group Discussion
- 2.2. Written Product

#### Criteria

*You will know you are successful when*

- 2.1. you analyze an organizational chart identifying the types of departmentalization and explain how the principles of organizing work.
- 2.2. you create an organizational chart for your organization or a fictitious organization.
- 2.3. you provide examples of how functional, line and staff work in an organization.

#### Learning Objectives

- 2.a. Explain the basic ways organizations are structured.
- 2.b. Explain the relationship between line, staff, and functional authority.
- 2.c. Explore the advantages and disadvantages of different organizational structure.
- 2.d. Examine supervisory job descriptions.

### 3. Explore techniques for team building.

#### Assessment Strategies

- 3.1. Written Product

#### Criteria

*You will know you are successful when*

- 3.1. you describe an effective team you have been part of.
- 3.2. you describe the leader's role in team development including running effective meetings and maintaining effective communication.
- 3.3. you describe how diversity affects a team.
- 3.4. you describe characteristics of each stage of team development and how the leader helps facilitate each stage.

#### Learning Objectives

- 3.a. Explain the advantages and disadvantages of using teams.
- 3.b. Explain the stages of group formation and development and how the leader changes with each step.
- 3.c. Describe the characteristics of effective teams.
- 3.d. Explain how diversity impacts team performance.

3.e. Differentiate between the different types of teams.

#### **4. Examine effective leadership techniques.**

##### **Assessment Strategies**

4.1. Written Product

##### **Criteria**

*You will know you are successful when*

- 4.1. you demonstrate the application of various leadership styles.
- 4.2. you demonstrate effective communication skills.
- 4.3. you describe the types of power and the effectiveness of each type.
- 4.4. you examine the leader's role in the change process.
- 4.5. you recognize the appropriate use of conflict resolution strategies.

##### **Learning Objectives**

- 4.a. Explain the characteristics common to effective leaders.
- 4.b. Explain how the supervisor's attitude towards employees can impact performance.
- 4.c. Describe types of power available to supervisors.
- 4.d. Examine the leader's role in the change process.
- 4.e. Compare common leadership styles.
- 4.f. Explore conflict resolution strategies.

#### **5. Examine the human resources functions of a supervisor.**

##### **Assessment Strategies**

5.1. Written Product

##### **Criteria**

*You will know you are successful when*

- 5.1. you identify different training methods.
- 5.2. you investigate the importance of how to use a job description.
- 5.3. you identify the supervisor's role in the staffing process.
- 5.4. you explain the role of counseling/coaching to employee performance.

##### **Learning Objectives**

- 5.a. Examine the hiring, orientation, and training process.
- 5.b. Explore job descriptions.
- 5.c. Examine how accountability impacts performance.
- 5.d. Examine the concepts and use of counseling/coaching as related to employee performance.
- 5.e. Examine the components of a performance appraisal.

#### **6. Apply critical thinking to decision making.**

##### **Assessment Strategies**

- 6.1. Small group discussion.
- 6.2. Written Product

##### **Criteria**

*You will know you are successful when*

- 6.1. you will solve a problem using a problem solving process.
- 6.2. you differentiate between consensus and compromise.
- 6.3. you describe ways to improve productivity.
- 6.4. you describe ways to creatively solve problems.
- 6.5. you will solve a problem in a small group

##### **Learning Objectives**

- 6.a. Describe types of decisions made in organizations.
- 6.b. Analyze a problem using a problem solving model.
- 6.c. Apply steps of the decision making process.

#### **7. Investigate the characteristics of a motivating environment.**

## **Assessment Strategies**

7.1. Written Product

### **Criteria**

*You will know you are successful when*

- 7.1. you identify what motivates employees.
- 7.2. you will compare motivational theories.
- 7.3. you identify ways to maintain employee self-esteem and increase motivation.
- 7.4. you identify what motivates individual employees and match it with the appropriate tool or technique.

### **Learning Objectives**

- 7.a. Explain the relationship between motivation and performance.
- 7.b. Explore various motivation models
- 7.c. Explore various ways to motivate employees.

## **8. Examine the regulatory agencies and/or law that affect the role of the supervisor.**

### **Assessment Strategies**

8.1. group discussion.

### **Criteria**

*You will know you are successful when*

- 8.1. you explore the various agencies that affect the role of a supervisor.
- 8.2. you explore the various laws that affect the role of a supervisor.
- 8.3. you examine how the organization can be affected by a supervisor's choices.
- 8.4. you identify the role the supervisor plays in safety.
- 8.5. you identify the role the supervisor plays in legal issues.

### **Learning Objectives**

- 8.a. Explain the legal ramifications the supervisor's role plays in legal issues
- 8.b. Explain the ramifications of not following safety rules
- 8.c. Outline common agencies and laws that affect the supervisor
- 8.d. Analyze the role the supervisor plays in keeping the organization safe, legal and productive.

## **9. Explore the key functions of a supervisor.**

### **Assessment Strategies**

9.1. Written Product

### **Criteria**

*You will know you are successful when*

- 9.1. you summarize the key functions of a supervisor.
- 9.2. you describe how the functions are interconnected.
- 9.3. you examine written standards, control devices, and results if standards are not met.
- 9.4. you describe the importance of change when standards are not met.
- 9.5. you provide an example of each key function.

### **Learning Objectives**

- 9.a. Examine the key functions of a supervisor. i.e. planning, organizing, leading, controlling, staffing
- 9.b. Explain different types of controls and how they are used.
- 9.c. Describe the relationship between each function.
- 9.d. Recognize the need for change when standards are not met.