

BUSA-1320 SUPERVISION 3 CREDITS

SYLLABUS

CATALOG DESCRIPTION

This course is intended for those who either want to become supervisors or want to improve their present level of supervisory skills and knowledge. Management principles and their application to actual on-the-job situations are presented enabling student to contribute more effectively to the goals of the organization.

Prerequisites: RDNG-095 or 096 & ENGL 095 or appropriate Reading & Math Accuplacer scores

Semester Offered: Spring, Fall, Summer

COMMON STUDENT LEARNING OUTCOMES

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

COURSE LEARNING OUTCOMES

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

1. Describe management concepts, functions, and roles.
2. Develop the conceptual, human relations, administrative and technical skills required for effective management.
3. Recognize the personal and structural relationships that exist in an organization.

4. Take the basic steps in the planning process and recognize the various types of plans.
5. Understand the importance of setting goals and establishing objectives.
6. Identify the types of decisions to be made and describe the factors involved in making decisions.
7. Apply the Rational Decision-Making model to the decision-making process.
8. Understand the role creativity plays in problem solving.
9. Describe the types of departmentalization used in organizations.
10. Understand the principles of organizing.
11. Distinguish between line and staff positions within an organization.
12. Identify the different structures used in organizations.
13. Describe the roles of authority, responsibility, and accountability in effective delegation.
14. Understand the Communication Process Model and the flows of information within an organization.
15. Distinguish between intrinsic and extrinsic motivation.
16. Describe the various motivation theories and recognize how each is useful in managing people.
17. Recognize the various leadership styles and distinguish between transformational and transactional leadership.
18. Understand the importance and effectiveness of groups and teams in organizations.
19. State the purposes of meetings and identify methods used in conducting effective meetings.
20. Identify the techniques of managing change and stress.
21. Define the control function of management and describe the control process.
22. Define productivity and describe the methods used to improve quality.
23. Describe the steps in acquiring new employees.
24. Identify the purposes of performance appraisals.
25. Understand the necessity for and application of disciplinary due process.
26. Recognize the relationship between management and organized labor.
27. Describe the collective bargaining process and define the methods used by negotiators.