

NVCC COLLEGE-WIDE COURSE CONTENT SUMMARY

BUS 111 - PRINCIPLES OF SUPERVISION I (3 CR.)

COURSE DESCRIPTION

Teaches the fundamentals of supervision, including the primary responsibilities of the supervisor. Introduces factors relating to the work of supervisor and subordinates. Covers aspects of leadership, job management, work improvement, training and orientation, performance evaluation, and effective employee/supervisor relationships. Lecture 3 hours per week.

GENERAL COURSE PURPOSE

Teaches the principles, skills, and techniques necessary to effectively manage people at the operations level. This course is designed for the student who needs to be able to deal directly with people to achieve quality output.

ENTRY LEVEL COMPETENCIES

An ability to read, comprehend, analyze material written at a college level. An ability to write and present ideas using standard English.

COURSE OBJECTIVE

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

- A. understand the operating roles of the supervisor
- B. be able to formulate objectives, make actions plans, and assign tasks
- C. understand motivation and effective leadership
- D. be able to set standards and evaluate performance
- E. recognize the need for training and organize on-the-job training as appropriate
- F. learn techniques for communicating, managing conflict, and administering discipline

MAJOR TOPICS TO BE COVERED

- A. The roles of the supervisor
- B. Setting objectives, decision making and planning
- C. Motivation, leadership, and communication
- D. Control and performance appraisal
- E. Employee selection and training
- F. Problem employees and discipline

OPTIONAL TOPICS

- A. Labor relations
- B. EEO and affirmative action