1. **COURSE ID:** MGMT 235  
   **TITLE:** Supervisory Management  
   **Units:** 3.0 units  
   **Hours/Semester:** 48.0-54.0 Lecture hours  
   **Method of Grading:** Grade Option (Letter Grade or P/NP)  
   **Recommended Preparation:**  
   Eligibility for ENGL 838 or ENGL 848 or ESL 400.

2. **COURSE DESIGNATION:**  
   **Degree Credit**  
   **Transfer credit:** CSU

3. **COURSE DESCRIPTIONS:**  
   **Catalog Description:**  
   Supervisory Management focuses on the role of the supervisor: understanding and motivating employees; leadership, communications, problem solving, and decision-making; employee training, performance evaluation, and labor relations; supervising different types of workers; delegation; improving work methods; reducing costs; planning and managing time.

4. **STUDENT LEARNING OUTCOME(S) (SLO'S):**  
   Upon successful completion of this course, a student will meet the following outcomes:  
   1. Explain a supervisor’s competencies and specific role as part of a management team.  
   2. Define terminology commonly used in supervisory management.  
   3. Understand various supervisory tools and methodologies, and their application.  
   4. Demonstrate effective verbal and written supervisory communication skills.  
   5. State own personal supervisory skills using subject matter assessment tools.  
   6. Write a personal supervisory development plan.

5. **SPECIFIC INSTRUCTIONAL OBJECTIVES:**  
   Upon successful completion of this course, a student will be able to:  
   1. Explain a supervisor’s competencies and specific role as part of a management team.  
   2. Define terminology commonly used in supervisory management.  
   3. Understand various supervisory tools and methodologies, and their application.  
   4. Demonstrate effective verbal and written supervisory communication skills.  
   5. State own personal supervisory skills using subject matter assessment tools.  
   6. Write a personal supervisory development plan.

6. **COURSE CONTENT:**  
   **Lecture Content:**  
   1. The supervisor's role in management.  
   2. General terminology.  
   3. Creating an effective workplace.  
   4. Tools and methodologies.  
      a. Staffing effectively, interviewing and job orientation.  
      b. Goal-setting.  
      c. Training and developing employees.  
      d. Appraising and developing employees.  
      e. Job counseling and performance management.  
      f. Building cooperative teams and resolving conflict.  
   5. Effective supervisory communication.  
      a. Verbal  
      b. Written  
   6. Ongoing effective employee communication.  
   7. Control: Keeping people, plans and programs on track.  
   10. Collective bargaining and labor unions.  
   11. Using subject matter assessment tools to understand yourself as a supervisor.
12. Creating a personal supervisory development plan.
   a. Summarize learned behavior.
   b. ‘Best practices” for use on the job.
   c. Future growth.

7. REPRESENTATIVE METHODS OF INSTRUCTION:
   Typical methods of instruction may include:
   A. Lecture
   B. Activity
   C. Discussion
   D. Guest Speakers
   E. Other (Specify): Case Studies Group Projects Oral Presentations Role-playing Writing Projects

8. REPRESENTATIVE ASSIGNMENTS
   Representative assignments in this course may include, but are not limited to the following:
   **Writing Assignments:**
   Use of management case studies with written analysis. Write a personal Supervisory Development Plan.
   **Reading Assignments:**
   Weekly student required reading of textbook or supplemental materials.

9. REPRESENTATIVE METHODS OF EVALUATION
   Representative methods of evaluation may include:
   A. Class Participation
   B. Class Work
   C. Exams/Tests
   D. Group Projects
   E. Homework
   F. Oral Presentation
   G. Papers
   H. Quizzes
   I. Research Projects

10. REPRESENTATIVE TEXT(S):
    Possible textbooks include:

Origation Date: February 2016
Curriculum Committee Approval Date: May 2016
Effective Term: Fall 2016
Course Originator: Anne Figone