COURSE INFORMATION:
Course Title: Supervision
Course Number: MGTPT 220
Section: 01
Credits: 3
Semester: Spring 2015
Class Times: T &TH, 8:00am to 9:45am
Prerequisites: None

INSTRUCTOR INFORMATION:
Name: Jimmy Bowen, M.Ed.
Title: Professor of Business Management
Email: jbowen@lcsc.edu
Office Location: Sam Glenn Complex 227A
Office Hours: M & W, 8:00am to 9:45am
Phone #: 208.792.2893 w/voice mail
Fax: 208.792.2856

COURSE DESCRIPTION:
This course is designed as an introduction to fundamental principles of front line supervision. Successful completion of this course will prepare the student for a role as a supervisor in the workplace. It is intended for this course to be taken after Introduction to Human Resource Management and will build on the supervisory aspects of that course content.

COURSE OBJECTIVES:
Successful students will have a stronger foundation of supervision theories and practices that will prepare them for the challenges and rewards of supervising people within a business environment. Specific objectives include but are not limited to:

- Understand and/or apply the concept of productivity
- Understand and implement security and safety procedures
- Use legal and ethical standards
- Explain the concept of management
- Describe the functions of a manager/supervisor
- Describe the processes involved in attaining a managerial/supervisor position
- Identify and describe managerial styles
- Demonstrate the problem solving process
- Explain the process of planning and conducting group meetings
- Explain the nature of leadership in organizations
- Distinguish the difference between management and leadership
- Describe the influence of corporate culture on employee motivation
- Distinguish between organizational approaches and leadership styles
- Discuss the budgeting constraints involved with front line supervision and labor
- Explain the role of coaching and counseling in development
- Describe proper procedure for suspension or termination of employees
- Explain ways to develop a positive working environment and its effect on employee morale
- Explain the concept of staff motivation
• Explain the concept of employee participation in decision making

GENERAL INFORMATION:

Communication - Every effective relationship has effective communication. Students are encouraged to remember this as we make our way through the semester. This instructor is very dedicated to students' successful completion of this course as well as their overall education. Let me help you. If we talk about situations that could possibly affect your grade before they become too major, they can usually be easily resolved. However, it must be noted that this communication is mostly the student's responsibility as it is her/his grade and education. Completion of all assignments and class requirements are the student's responsibility.

The student is responsible for reading and becoming familiar with all the chapter materials before the class discussion on the same material. Students are encouraged to ask questions for further discussion or clarification. They are also encouraged to respectfully and intelligently disagree with the instructor. This will also further understanding through more thought and discussion. Remember, there is more than one way to view things just as there is more than one formula to being successful.

Email Communications - E-mail is a requirement for this class as there is a lot of communication through e-mail. In accordance with LCSC policy, the only email address that is to be used is the one officially given by the LCSC Information Technology department. All students registered for classes are automatically given an email address. This system does offer a forwarding feature to have email automatically sent to another email account. For more information about LC's email system you can go to the Information Technology office downstairs in Sam Glenn Complex. The instructor is not responsible for students not reading email communications and/or students not managing their email accounts.

Due Dates - All assignments are due on the scheduled due date. Assignments submitted after the due date may be denied by the instructor, are subject to a penalty of credit given, and subject to the instructor giving a substitute assignment. TESTS are expected to be taken at the scheduled times. Late tests will not be allowed without the instructor's prior approval.

Verbally Given Assignments - Any and all orally assigned learning tasks given by the instructor are just as valid as assignments given in writing. It is the student’s responsibility to clarify any misunderstanding with the instructor, preferably during class.

Changes and/or Announcements - Though a lot of thought and preparation has been put into the semester’s planning, things don’t always work out as planned. For this reason, the instructor has the right to adjust grade factors and percentages. This will always be done with the class’s input and consideration.

Availability to the Internet and an e-mail is a requirement for this class. Pursuant to campus policy, all official electronic messaging will be done utilizing the LC email system; this includes sending and receiving. All students registered are automatically given an email address. For more information about LCSC’s email system you can go to the Information Technology office and/or web site.

METHODS OF INSTRUCTION:

Due to the self-directed offering of this class, the student will follow the course outlines given. This includes this individual student's instructions as well as the regular class outline and instructions. The student is responsible for maintaining communication with the instructor to determine which in-class assignments can be done and any other tasks assigned in lieu of ones that cannot.

Chapter Take-home Tests are assigned for each chapter.

• Chapter Tests are due by Monday night at 6:00pm following the week in which the chapter is assigned on the Course Outline.

• These learning tasks are designed that all questions must be answered. For this reason, any tests that are incomplete may be subject to denial by the instructor. Tests submitted after the due date will receive only one half credits (of their correct answers). Be sure to enter names and chapter for correct chapter. Again, submissions that have incorrect or incomplete answers will be denied points.
• Tests are to be submitted via the online form provided only. This method records the submitted answers and other pertinent information related to your submission. Click on "Submit Tests" option under the "Learning Tasks" heading.
• Tests submitted later than midnight will not be graded and, therefore, will receive no credit. No exceptions.

Online Discussions will be used periodically. The intent is to give students an opportunity to share outside the confines of the classroom. Also, students will be able to help each other with course content during the week in between classes. The standard schedule of participation is as follows:
• Contributory Posting - It is intended for students to post their opinion, perspective, thoughts, resources, etc. prior to reading any other students'. This 'contributory posting' is due by 6:00pm on Friday following the class in which it is assigned. These postings need to be thoughtfully organized and complete enough to state the student's perspective and support their reasoning.
• Follow Up Postings - Students are to read through other students' postings and consider their input. Then, they are to respond to at least three other students' postings by 6:00pm on Monday following. These postings should be long enough to give valuable feedback to the student who made the post. Don't simply agree. State why you agree, disagree or have further questions.
• Final Response - Students are to read and consider any responses to their initial 'contributory' postings. They may choose to respond back to any students who responded to their posting. Whether or not they respond online, students are to come to class prepared to discuss their 'thread'.

There is also a 'General Discussions' OD that will allow students to share questions or thoughts throughout the semester. This OD will not be the main method of communication to and from the instructor. For the most part, the instructor will leave this OD for the students.

Reflection Papers will be assigned for many of the class activities. These ‘responses’ are intended to cause students to ‘reflect’ on what they just experienced or observed. The format of these papers is pretty open with limited requirements. The strategy is to let the student use as much do what is necessary to best and fully learn from the activity. While each student’s response will be uniquely individual, following are some of the considerations used when ‘grading’ these papers.
• Did the student demonstrate adequate ‘reflection’ on the activity to maximize potential learning?
• Did the student apply class discussions, text concepts, etc. to their ‘reflection’?
• Were the student’s thoughts presented orderly, clearly and specifically?
• Is the paper detailed in thought but concise as to not ‘run on’?
• Does the paper use acceptable grammar, punctuation and language skills?

Miscellaneous Assignments may come up during the year. The semester is very well planned, but changes will undoubtedly be needed. These changes will be posted to the calendar and announced in class. Students will be expected to adapt to any changes posed during the semester much like they would in the workplace.

METHODS OF EVALUATION:

Many assignments in this class are best suited to a subjective grading method. When this is the case, a method much like a work-place evaluation will be used. That scale will be:

<table>
<thead>
<tr>
<th>A</th>
<th>5</th>
<th>4.5</th>
<th>B</th>
<th>4</th>
<th>3.5</th>
<th>C</th>
<th>3</th>
<th>2</th>
<th>D</th>
<th>1</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Student performance is exemplary and student could be recommended with no reservations</td>
<td>4.5</td>
<td>Student performance is solid and/or submission could be recommended with only slight reservations</td>
<td>4</td>
<td>Student performance was adequate and/or submission could be recommended with reservations</td>
<td>3.5</td>
<td>Student performance was unacceptable and/or submission could not be recommended</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>Absent, did not submit, no performance observed</td>
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</table>
The following weights will be used by the instructor when assigning final grades:

- 30% - Chapter Take-Home Tests
- 30% - Miscellaneous Assignments and Projects
- 20% - Midterm Exams
- 10% - Semester Project
- 10% - Work Ethics, Participation, and Attendance

Final grades will be assigned using the following percentage scale:

- A = 92% - 100%
- A- = 90% - 91%
- B+ = 88% - 89%
- B = 83% - 87%
- B- = 80% - 82%
- C+ = 78% - 79%
- C = 73% - 77%
- C- = 70% - 72%
- F = Below 70%

CAMPUS STATEMENTS AND NOTIFICATIONS:

Consumer Information - In 2008, the federal government required all post-secondary institutions offering federal financial aid programs to provide key data to both prospective and current students. To comply with this requirement, Lewis-Clark State College has developed a consumer information page, which may be accessed at http://www.lcsc.edu/student-consumer-information/

Disability Accommodations - Students requiring special accommodations or course adaptations due to a disability and/or a health-related issue should consult their course instructors and the LCSC Student Counseling Center immediately (RCH 111, 792-2211). Official documentation may be required in order to provide an accommodation and/or adaptation.

Student Rights and Responsibilities - Students have the responsibility for knowing their program requirements, course requirements, and other information associated with their enrollment at LCSC. Students should review the LCSC General Catalog (http://webdev.lcsc.edu/catalog) and the LCSC Student Handbook (http://www.lcsc.edu/media/1152314/13-14-Student-Handbook-Revised.pdf) for more information.

Accidents/Student Insurance - Students participating in LCSC classes normally must look to their personal health insurance policy (Student Health Insurance Plan or comparable private coverage) should an accident occur. In the event of an accident, please seek medical help, if necessary, and report the incident to LCSC Security (792-2226). Fieldtrips or other special student activities may also require students to submit a signed participation waiver (forms can be obtained from the supporting Division Office).

Enrollment Verification/Attendance - Students who are not actively pursuing their classes may have to repay part or all of their financial aid awards depending upon the circumstances.

Academic Dishonesty - Academic dishonesty, which includes cheating and plagiarism, is not tolerated at LCSC. Individual faculty members will impose their own policies and sanctions regarding academic dishonesty. Students who are accused of being academically dishonest may be referred to the VP for Student Affairs for official disciplinary action.

Illegal File Sharing - Students using LCSC’s computers and/or computer network must comply with the college’s appropriate use policies and are prohibited from illegally downloading or sharing data files of any kind. Specific information about the college’s technology policies and its protocols for combating illegal file sharing may be found on the VP for Student Affairs’ web page (http://www.lcsc.edu/student-affairs/student-code-of-conduct).
Diversity Vision Statement - Regardless of race, color, age, sex, religion, national origin, disability, veteran status, or sexual orientation, you will be treated and respected as a human being.

Disclosures - During this course, if you elect to discuss information with me which you consider to be sensitive or personal in nature and not to be shared with others, please state this clearly. Your confidentiality in these circumstances will be respected unless upholding that confidentiality could reasonably put you, other students, other members of the campus community, or me in danger. In those cases or when I am bound by law to report what you have told me, such as incidents involving sexual assault or other violent acts, I will submit a report to appropriate campus authorities.

BTS Acceptable Use of Technology Statement - Students enrolled in any BTS program or course have the right and privilege to use computer systems and networks as far as that use does not violate guidelines set forth by the college and division. All computer use must comply with the LCSC policy and procedures No. 1.108 and the Appropriate Use of Technology Guidelines found at www.lcsc.edu/it/Policy_&_Procedures/LCSFY2002AppropriateUse.htm. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Since electronic information is volatile and easily reproduced, users must exercise care in acknowledging and respecting the work of others through strict adherence to software licensing agreements and copyright laws.

TENTATIVE COURSE OUTLINE:

<table>
<thead>
<tr>
<th>WEEK</th>
<th>DATES</th>
<th>TOPIC</th>
<th>Assignments</th>
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<tbody>
<tr>
<td>1</td>
<td>1/20 – 1/25</td>
<td>Class Introductions and Expectations &amp; Supervising in Uncertain Times</td>
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<td>2</td>
<td>1/26 – 2/1</td>
<td>The Managerial Functions</td>
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<td>3</td>
<td>2/2 – 2/8</td>
<td>Communication: The Key to Effective Supervisory Management</td>
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<td>4</td>
<td>2/9 – 2/15</td>
<td>Principles of Motivation</td>
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<td>5</td>
<td>2/16 – 2/22</td>
<td>Solving Problems: Decision Making and the Supervisor</td>
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<td>6</td>
<td>2/23 – 3/1</td>
<td>Positive Discipline</td>
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<td>7</td>
<td>3/2 – 3/8</td>
<td>Supervisory Planning</td>
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<td>8</td>
<td>3/9 – 3/15</td>
<td>Supervisory Principles for Organizing</td>
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<td>9</td>
<td>3/16 – 3/22</td>
<td>The Supervisor’s Role in Preparing Employees for Success</td>
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<td>11</td>
<td>3/30 – 4/5</td>
<td>Managing Work Groups: Teamwork, Morale, and Counseling</td>
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<td>12</td>
<td>4/6 – 4/12</td>
<td>Supervising a Diverse Workplace</td>
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<td>13</td>
<td>4/13 – 4/19</td>
<td>Fundamentals of Controls</td>
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<td>14</td>
<td>4/20 – 4/26</td>
<td>Performance Management</td>
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<td>15</td>
<td>4/27 – 5/3</td>
<td>Resolving Conflicts in the Workplace</td>
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<td>16</td>
<td>5/4 – 5/10</td>
<td>Presentations and Wrap-Up Activities</td>
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<td>17</td>
<td>5/11 – 5/14</td>
<td>Final Exam Period</td>
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