

# North Hennepin Community College

## **BUS 1220: Effective Supervision**

### **A. COURSE DESCRIPTION**

Credits: 3

Lecture Hours/Week: \*.\*

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course focuses on the skills necessary to be successful when supervising and collaborating with others. Students will apply and develop skills in management functions, decision making, time management, communications, conflict resolution, leadership, quality improvement, motivation and personnel development.

BUS 1100 or BUS 1110 or business background recommended

### **B. COURSE EFFECTIVE DATES: 08/26/1997 - Present**

### **C. OUTLINE OF MAJOR CONTENT AREAS**

1. This course focuses on the basics of first line management and supervision. Content topics include how a front line supervisor is involved with the functions of management on a daily basis. Decision making skills and techniques are emphasized.
2. Specific techniques for recognizing the importance of people in organizations such as managing relationships, motivating, negotiating, resolving conflict, coaching, and counseling are also examined.
3. Techniques for interviewing workers and preparing performance reviews are also studied.
4. Working collaboratively with others while leading in the role of a supervisor is examined in depth including the appropriate listening, written, verbal, non-verbal communication and presentation skills needed to be successful.
5. Learners will also consider diversity issues along with changes in our society and business environment that affect supervisors.

#### **D. LEARNING OUTCOMES (General)**

1. Illustrate continuous organizational quality improvement practices in front-line supervisory roles and responsibilities
2. Display strong decision making skills by specifying goals and constraints, generating alternatives, considering risks and evaluating and choosing best alternatives
3. Demonstrate the understanding of time management organizationally by selecting goal-relevant activities, ranking them, allocating time, and preparing and following schedules
4. Recognize the importance of people in an organization by understanding interviewing, coaching, motivating, teaching, evaluating performance, providing feedback in form of reviews and working well with diversity; all within current employment law
5. Exhibit effective and appropriate listening, written, verbal, persuasive, non-verbal communication and presentation skills for professional situations, using multiple modalities and delivery channels
6. Employ effective techniques for resolving conflicts affecting the organization, facilitating dialogues and the exchange of ideas, working collaboratively with others, both as a team player and leader
7. Understand personal Essential Employability Skills in terms of personal responsibility, communication, workplace etiquette and address change proactively

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

1. Knowledge of Human Cultures and the Physical and Natural World --Through study in the sciences, mathematics, social sciences, humanities, histories, languages, the arts, technology and professions.
2. Intellectual and Practical Skills - Including: Inquiry and analysis; Critical and creative thinking; Written and oral communication; Quantitative literacy; Information literacy; Teamwork and problem solving.
3. Personal and Social Responsibility and Engagement - Including: Civic knowledge and involvement - campus, local and global; Intercultural knowledge and competence; Ethical reasoning and action; Foundations and skills for lifelong learning .
4. Integrative and Applied Learning - Including: Synthesis and advanced accomplishment across general education, liberal studies, specialized studies and activities in the broader campus community.