

Dakota County Technical College

SMGT 1463: Managing a 24/7 Workforce

A. COURSE DESCRIPTION

Credits: 1

Lecture Hours/Week: 1

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Effectively managing employees on the night, or rotating shifts is critical in a 24/7 global business market. Since about 26% of the working population in the United States works some kind of shift schedule, it becomes necessary for employers to adjust their "day orientation" policies to accommodate the particular needs of their employees who are working around the clock. Learn to balance business needs with quality of life issues for shift-workers. Prerequisites: None.

B. COURSE EFFECTIVE DATES: 08/22/2005 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

D. LEARNING OUTCOMES (General)

1. choose appropriate foods to enhance alertness and sleep for shift-workers/managers
2. comprehend methods to determine costs of production through analysis of company records
3. create a plan of action that reflects research and personal criteria which will make the shift-work experience both positive and productive
4. explain the impact of circadian rhythms on shift-workers and consequences to costs of production
5. explain the significance of corporate policies in 24/7 operations and impact of production, services and workers
6. participate in decision making related to inter-shift communication, attending to shift-workers and management philosophies that support 24/7 operations
7. realize the consequences of sleep deprivation due to impaired day time sleep
8. recognize perceptions that create a positive experience for shift-workers and manager's
9. review schedule designs and determine best criteria to use in company shift design
10. support relationship "builders" for shift-workers who experience family/relationships strain due to lifestyle of shift-work

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

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted