BMGT 1301 SECTION 23501
Spring, 2013
Brookhaven College Course Syllabus
Supervision

Instructor: Mary Lou Avera
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Office Hours: 2:40-5:40 Monday
9:30-11:30 a.m. Tuesday

The best way to reach me is to leave me a voice mail. Email will not get to me as quickly as the phone! I check my voice mail several times a day. I do NOT check my email as often as I check voice mail.

http://www.brookhavencollege.edu/management/ - My website has syllabi, forms and program information. I also post course numbers, registration information, and syllabi for the following semester, so you can plan ahead.

CATALOG DESCRIPTION
A study of the role of the supervisor. Managerial functions as applied to leadership, counseling, motivation, and human skills are examined.

COURSE LEARNING OUTCOMES
The student will: Explain the role, characteristics, and skills of a supervisor; identify the principles of management at the supervisory level; define the human relations skills necessary for supervision; and explain motivational techniques used by a supervisor in a working environment.

STUDENT LEARNING OUTCOMES
Upon completion of this course the student will be able to:
1. Recognize the fundamental concepts, functions, techniques and problems of supervision.
2. Be introduced to the various leadership styles and know how to analyze work situations to select effective leadership styles.
3. Be introduced to techniques for handling employee complaints and grievances in a business organization.
4. Recognize the basic techniques of leadership, (secure cooperation, use authority, direct and communicate, maintain discipline, develop group morale).
5. Understand the importance of effective interpersonal communications in an organization and be able to apply effective communication techniques.
6. Have an understanding of the individuality and basic needs of people in order to structure a working environment which will provide a variety of ways for employees to become motivated.
7. Understand accepted time management skills.
8. Be aware of the work-related skills of effective managers.
9. Understand the importance of delegation techniques for effective supervision.
10. Be introduced to discipline and its importance within the small work group.

STATEMENT OF WORKPLACE AND FOUNDATION COMPETENCIES
The Secretary's Commission on Achieving Necessary Skills (SCANS) was appointed by the Secretary of Labor to determine the skills people need to succeed in the world of work. To prepare you with the knowledge and skills needed to succeed in today's dynamic work environment, these workplace competencies and foundation skills have been designed into the curriculum for this course:

Common Workplace Competencies
Manage Resources: Time/Money/Materials/Space/Staff
Exhibit Interpersonal Skills: Work on teams/Teach others/Serve customers/Lead work teams/Negotiate with others/Negotiate with different cultures
Work with Information: Acquire and evaluate data/Organize and maintain information/Interpret and communicate data/Process information with computers
Apply Systems Knowledge: Work within social systems/Work within technological systems/Work within organizational systems/Monitor and correct system performance/Design and improve systems
Use Technology: Select equipment and tools/apply technology to specific tasks/Maintain and troubleshoot technologies

Foundation Skills
Demonstrate Basic Skills: Reading/Writing/Arithmetic and Mathematics/Speaking/Listening
Demonstrate Thinking Skills: Creative thinking/Decision making/Problem solving/Thinking logically/Seeing with the mind’s eye
Exhibit Personal Qualities: Individual responsibility/Self-esteem/Sociability/Self-management/Integrity
INSTRUCTIONAL STRATEGY
The objectives of the course will be achieved in a traditional environment. Students will be expected to participate in lecture-discussions, role playing exercises, small group discussions, film sessions, and case problem discussions.

REQUIRED TEXTBOOK

TEXTBOOK WEB SITE
1) Go to [www.mhhe.com/ruesupervision10e](http://www.mhhe.com/ruesupervision10e)
2) Click on “Student Edition.”
3) Choose the appropriate chapter, then go to the “Web Quizzes,” for interactive quizzes.

ATTENDANCE
Students are expected to attend all classes. However, if a student no longer wishes to stay in the class it is the student's responsibility to initiate a drop action in the Counseling Dept. Failure to do so will result in an "F" grade for the course. The last day to drop with a "W" is April 18, 2013.

GRADING:
CLASS PARTICIPATION
Students may earn 10 points for each full class in which they participate, excluding the days off for Exams One and Two. If a student attends less than the full class he/she will earn only 5 points. A total of 120 points may be earned for class participation during the semester.

EXAMINATIONS
The instructor will give you a permission slip and a Scan-Tron answer sheet for both exams. You must take both to the Testing Center (Room S081) when you go for an exam. There will be 2 examinations given during this course. Each exam is worth up to 150 points. Please be sure and take the exam during the days allowed. There will be no makeup exams given.

EXAM ONE: Take the first exam in the Testing Center (Room S081) between Tuesday, March 5 through Monday, March 11. Call the Testing Center at (972) 860-4865 for the hours and days they are open. The last test is given out one hour before closing. All tests have the instructor’s name typed on the test. Do NOT take a test unless it has the instructor name typed on it. You do not want to get another instructor’s test.

EXAM TWO: Take the second exam in the Testing Center (Room S081) between Tuesday, April 30 through Monday, May 6. Call the Testing Center at (972) 860-4865 for the hours and days they are open. The last test is given out one hour before closing. All tests have the instructor’s name typed on the test. Do NOT take a test unless it has the instructor name typed on it. You do not want to get another instructor’s test.

At the textbook website you will find sample true-false and multiple choice test questions for each chapter. It would be an excellent idea to take these tests before attempting either exam one or exam two. See "Textbook Web Site" on page 2 of this syllabus.
OPTIONAL EXTRA CREDIT:
PERSONAL APPLICATION ASSIGNMENT (PAA)
Students may write a Personal Application Assignment paper during the semester. The Personal Application Assignment paper is worth up to a maximum of 10 points. The paper must be well written (typing, grammar, complete sentences, etc.). There are no guarantees of earning any points just for turning in some typed pages!
This paper may be turned in any time up to and including Monday, April 22. No papers will be accepted after 9:00 p.m. on Monday, April 22. A Personal Application Assignment (PAA) is a short paper, a MINIMUM of 3 double-spaced typed pages written after a unit of learning has been completed. It should:

1. Deal with the class experience and/or similar or related experience from the student's past.
2. Present an analysis of the student's feelings, reactions, observations, etc. concerning a particular unit of learning.
3. Relate relevant concepts and theories from the textbook to personal experiences.
4. Raise questions and/or suggest new experiences, which will help to further the student's learning.

The best way to write this paper is to select only one theory to write about. Do not complicate the paper by writing about more than one theory. You would pick this theory because it reminds you about an experience you once had which you can relate to that theory. Pick only ONE theory that was covered in your Supervision textbook and discussed in class.
When you write your paper:
Explain that one theory in depth. This will take at least 1 page.
State your experience (feelings, views, etc.) that relate to that theory. This will take at least 1 page.
Finally, explain what you would do in the future to apply what you learned from the theory and in class. This will take at least 1 page.

OPTIONAL EXTRA CREDIT:
Wall Street Journal and WSJ.com
All of the following (#1 and #2) are required in order to earn a maximum of 30 points.

1) Read the Wall Street Journal during the semester. **Pick 6 articles that interest you. Each article must be from a different week's paper.** This is to encourage you to read the paper throughout the whole semester, and not just read several papers in the last week. It is preferable that these articles be from separate sections of the paper. On separate paper, you should type: the date of the paper, the name of the article, the section of the paper, the page number on which the article appears, and a 1 paragraph summary of the article. Semester-length, reduced-rate subscriptions are offered only to business students. Your instructor will circulate the subscription form during the first 2 classes of the semester, if you would be interested in subscribing to the Journal.

2) Utilize the On-Line Wall Street Journal. Some of the on-line WSJ is available for free. Some of the site is only available to subscribers. If you subscribe to the newspaper you will also receive a free subscription to all parts of the on-line WSJ.
Engage in at least 2 beneficial activities from the [www.wsj.com](http://www.wsj.com).
Type and submit a paper describing each of the activities in which you engaged. Turn them in with the article summaries required in #1 above.

(Wall Street Journal is continued on next page of this syllabus)
For example:
Go to the Home Page of the online Wall Street Journal at  http://online.wsj.com/public/us
There are different sections that could be helpful for finding activities.

**Careers** - Salary and Hiring Info, Career Columnists, Who's News, Job Hunting Advice, Manage Your Career, HR Center

**Real Estate** – Information on buying and selling, second homes, going green, etc.

**Personal Finance**– Personal Finance

**Small Business** - Columnists, How To, Ideas, Franchising, Financing, Technology, Running a Business

Some of the types of activities in which you might engage include, but are not limited to:

- Reading articles, applying information read, and typing a summary of the article and how you applied the information.
- Sharing your career stories in letters to the editor.
- Engaging in on-line career discussions.
- Researching salaries for various jobs.
- Utilizing their database for free or low-cost job seminars, career events, or job clubs.

**You need to write a minimum of one full page per activity.**

All work that is submitted is expected to conform to the guidelines in this syllabus. Work will also be graded based on:

Professionalism, which includes writing style and appearance of your package.

Grammar, which includes spelling, word usage, punctuation and tense (past, present, future) used in your writing.

**IT IS IMPERATIVE THAT THE TWO ON-LINE ACTIVITIES EXPLAIN HOW YOU APPLIED THIS INFORMATION TO YOUR LIFE.**

Submit the 6 article summaries and the 2 on-line papers, on or before **April 22** for up to 30 points. Staple them together and be sure you put your name on it.

**GRADING SUMMARY:**

**COURSE GRADE**

<table>
<thead>
<tr>
<th>Class Participation</th>
<th>12 Sessions @ 10 points each</th>
<th>= 120 points</th>
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</thead>
<tbody>
<tr>
<td>Two (2) Examinations</td>
<td>@ 150 points each</td>
<td>= 300 points</td>
</tr>
<tr>
<td>Total Required Points</td>
<td></td>
<td>= 420 points</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>378 or more</td>
</tr>
<tr>
<td>B</td>
<td>336 - 377</td>
</tr>
<tr>
<td>C</td>
<td>294 - 335</td>
</tr>
<tr>
<td>D</td>
<td>252 - 293</td>
</tr>
<tr>
<td>F</td>
<td>251 or fewer</td>
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</table>
**VERY IMPORTANT ANNOUNCEMENTS:**

**Homework:** Do not e-mail any homework or extra-credit assignments to the instructor. All assignments are to be typed, printed by the student, and submitted to the instructor on campus, preferably during class time.

**Note:** Late Work will be assessed a 5% penalty, per day.

**Receiving Your Grades:** End-of-semester grades will not be mailed to you by the college. To receive your grades you have two options: through the Internet or through the Telephone Touch-Tone System. Depending on your choice use the following directions:

**Internet Access to Grades:**
1. Go to the Dallas County Community College website (http://www.dcccd.edu).
2. Next, click on eConnect at the top of the page.
3. Now click on Credit student menu.
4. You are now on the student menu.
5. Next click on My Personal Information (this will expand the menu).
7. Enter your seven digit student ID (not your social security #).
8. Enter your password or if it is your first time to use the system enter your date of birth. (Example: Feb 16, 1965 021665).
9. Now select the grade type you wish to review (CR-Credit Grades) and click on submit.
10. Grades start with “oldest” term—now find yours.

**Telephone Access to Grades:**
1. Dial 972-613-1818.
2. Press 2 for grades.
3. Press 1 – wait for directions to enter your seven digit Student ID#.
4. Enter PIN (Six digit -- Example: Date of birth Feb 16, 1965 021665)
5. Select correct option for the semester grades you are inquiring about.

**Notification of Absence due to Religious Holy Day(s):** Students desiring to observe a religious holy day, which will result in a class absence, must notify their instructor in writing, for each class, no later than the 15th calendar day after the first class day of the semester in which the absence will occur. The student is required to complete any assignments or take any examinations, within a reasonable time, which may have been missed as a result of the absence.

**Americans with Disabilities Policy Statement:** If you feel you may need an academic adjustment (such as help with taking notes, etc.) because of any type of physical disability or learning difference, please talk with your instructor during office hours or by appointment before the end of the second week of classes. You may also contact special Services at (972) 860-4847 for advisement and counseling.

**Academic Integrity:** The purpose of the Student Code of Conduct is to provide guidelines for the educational environment of The Dallas County Community College District. Such an environment presupposes both rights and responsibilities. Disciplinary regulations at the college are set forth in writing in order to give students general notice of prohibited conduct. Students should be aware of disciplinary actions for all forms of academic dishonesty, including cheating, fabrication, facilitating academic dishonesty, plagiarism and collusion. Your College Catalog and the DCCCD Catalog contain the entire Student Code of Conduct or go online at https://www1.dcccd.edu/cat0608/ss/code.cfm?loc=2 and scroll down to Responsibility, #11, for detailed information.

**Financial Aid Statement** Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. Students who fail to attend or participate after the drop date are also subject to this policy. Please note: If you are receiving Financial Aid grants or loans, you must begin attendance in all classes before the certification date. You also must attend or participate after the drop date in order not to be marked as non-attending in the event that you fail the course. Do not drop or stop attending any class without consulting the Financial Aid Office. Changes in your enrollment level and failing grades may require that you repay financial aid.

**6 Drops**
For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop.

You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions.

Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: https://www1.dcccd.edu/coursedrops
# TENTATIVE SCHEDULE

Read the whole chapter in the *Supervision* text before the class meets.

<table>
<thead>
<tr>
<th>DATE</th>
<th>WEEK</th>
<th>TOPIC</th>
<th>ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-28-13</td>
<td>1</td>
<td>Introduction to the Management Program.</td>
<td>Buy textbooks</td>
</tr>
<tr>
<td>2-4</td>
<td>2</td>
<td>Making the Transition to Supervision.</td>
<td>Read Chapters 1 and 7 for today</td>
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<tr>
<td>2-11</td>
<td>3</td>
<td>Managing Agreement and Disagreement in Groups.</td>
<td>Read Chapters 10 &amp; 15</td>
</tr>
<tr>
<td>2-18</td>
<td>4</td>
<td>Listening and Counseling</td>
<td>Read Chapters 3 &amp; 13. Do exercise “coaching and Goal Setting.”</td>
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<tr>
<td>2-25</td>
<td>5</td>
<td>Leadership - Theory X &amp; Y, Pygmalion and Galatea Effect.</td>
<td>Read Chapter 14</td>
</tr>
<tr>
<td>3-4</td>
<td>6</td>
<td>Leadership Styles.</td>
<td>Read Chapters 14 and 8</td>
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<td><strong>NOTE: YOUR FIRST EXAM MUST BE COMPLETED BY THE CLOSE OF NEXT MONDAY.</strong></td>
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<tr>
<td>3-11</td>
<td></td>
<td>Exam One. Covers all exercises, readings, handouts, and videos from the Supervision course. Take exam in the Testing Center (Room S081) <strong>between Tuesday, March 5, through Monday, March 11. TONIGHT IS THE LAST DAY TO TAKE THE TEST!</strong> See the Syllabus under “Examinations” for more information. Last test given out one hour before closing. Class does not meet.</td>
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<tr>
<td>3-18</td>
<td></td>
<td>Spring Break. No class.</td>
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<tr>
<td>3-25</td>
<td>7</td>
<td>Review first exam. Communication and Delegation</td>
<td>Chapters 3 &amp; 9</td>
</tr>
<tr>
<td>4-1</td>
<td>8</td>
<td>Making Sound and Creative Decisions. Small Group Decision Making.</td>
<td>Read Chapter 2</td>
</tr>
<tr>
<td>4-8</td>
<td>9</td>
<td>Theories of Motivation. The exercise &quot;Power&quot; will be given out in class tonight.</td>
<td>Read Chapter 4</td>
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<tr>
<td>4-15</td>
<td>10</td>
<td>Ethics and Organizational Politics. <strong>If your company has a formal Code of Ethics please bring a copy to class tonight.</strong></td>
<td>Read Chapter 6. Do exercise &quot;Power.&quot; Bring it to this class filled out</td>
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<tr>
<td>4-22</td>
<td>11</td>
<td>Coping with Change and Stress; Safety and Accident Prevention.</td>
<td>Read Chapters 5, 15, and 20</td>
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<tr>
<td>4-29</td>
<td>12</td>
<td>Employee Relations, Discipline and Grievance Handling</td>
<td>Read Chapter 17</td>
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<td><strong>NOTE: EXAM TWO MUST BE COMPLETED BY THE CLOSE OF NEXT MONDAY</strong></td>
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<td>5-6</td>
<td></td>
<td>Exam Two. Covers everything since the first exam. Take exam in the Testing Center (Building S Room S081) <strong>between Tuesday, April 30 through Monday, May 6. TONIGHT IS THE LAST DAY TO TAKE THE TEST!</strong> See the Syllabus under “Examinations” for more information. Last test given out one hour before closing. Class will not meet tonight.</td>
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<tr>
<td>5-13</td>
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<td>It is strongly recommended that you come to the classroom tonight at 5:40 p.m. to review your grades with your instructor. This is your opportunity to clarify that your understanding of your grades is the same as the instructor's. This is also your opportunity to protest a grade if you disagree. This is your last chance before the grades become official. If you cared enough to have participated in this semester it is suggested that you participate in this class! The instructor will be available for a short time in the classroom.</td>
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