

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	MAN 2125
COURSE TITLE:	Supervision and Performance Improvement
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	3
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	3
Laboratory:	
Other _____:	
FACULTY WORKLOAD POINTS:	3
STANDARDIZED CLASS SIZE ALLOCATION:	30
CATALOG COURSE DESCRIPTION:	
	Students will develop and demonstrate skills necessary for supervisory roles in business, including identifying and communicating performance objectives and standards, leading, motivating, and coaching teams and individuals, and developing strategies to improve on-the-job performance.
SUGGESTED TEXT(S):	<u>The 21st Century Supervisor</u> by Brad Humphrey and Jeff Stokes, Jossey-Bass, Latest Edition.
	<u>Bringing Out the Best in People</u> , by Aubrey C. Daniels, McGraw-Hill, Latest Edition.
	<u>Supervision Today</u> , Robbins & Dicenzo. Prentice-Hall, Latest Edition
IMPLEMENTATION DATE:	Fall Term, 2003 (20041)
REVIEW OR MODIFICATION DATE:	Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. The Effective Supervisor <ul style="list-style-type: none"> A. Roles of the Supervisor B. Styles of Supervision and Leadership C. Employee Characteristics that Impact Performance: Motivation, Self-Confidence, Attitudes D. Team Characteristics that Impact Performance: Diversity, History, Culture E. Job Characteristics that Impact Employee Attitudes and Motivation F. Incentives, Rewards, and Consequences 	12
II. Strategies for Supervision <ul style="list-style-type: none"> A. Communicating Expectations B. Using Positive Reinforcement C. Influencing Motivation and Attitudes D. Leading Teams and Work Groups E. Dealing with Conflict F. Using Formal Performance Appraisals 	12
III. The Process of Performance Improvement <ul style="list-style-type: none"> A. The Relationship between Employee Performance and Business Success B. Assessing and Analyzing Individual and Team Performance C. Setting Performance Goals and Objectives D. Understanding the Learning Process E. Overcoming Individual Barriers to Improvement F. Overcoming Organizational Barriers to Improvement 	12
IV. Strategies for Improving Employee Performance <ul style="list-style-type: none"> A. On-The-Job Training B. Coaching C. Identifying and Using External Training Resources 	6
V. Improving your Supervision and Leadership Skills <ul style="list-style-type: none"> A. Accessing Professional Development Opportunities B. Professional Associations and Publications C. Access Your Own Performance 	3

PROGRAM TITLE: Business Administration
COURSE TITLE: Supervision and Performance Improvement
CIP NUMBER: 0506040102

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

05.0 DEVELOP HUMAN RELATIONS SKILLS -- The student will be able to:

- 05.01 Analyze and develop written solutions to behavior problems affecting job performance.
- 05.02 Demonstrate ability to work effectively as part of a team.
- 05.03 Demonstrate conflict resolution skills.
- 05.04 Demonstrate punctuality, initiative, courtesy, dependability, flexibility, and honesty.
- 05.05 Develop and demonstrate the unique human relations skills needed for success in the business sector.
- 05.06 Recognize different personality styles and how to interact effectively with them in the workplace.
- 05.08 Discuss how values and attitudes influence behavior.

07.0 DEVELOP LEADERSHIP SKILLS -- The student will be able to:

- 07.01 Demonstrate an understanding of how to plan and lead an effective meeting.
- 07.02 Define effective leadership.
- 07.03 Identify and explain key leadership behaviors.
- 07.04 Compare different styles of leadership.
- 07.05 Relate leadership to other management and communication skills.
- 07.06 Examine ways effective leaders develop, coach, and motivate.
- 07.07 Define organization vision and mission.
- 07.08 Identify characteristics of effective goals.
- 07.09 Describe personal leadership style.
- 07.10 Explain how effective leaders identify problems and make decisions.
- 07.11 Compare different styles of managing conflict.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

Section 1	
COURSE PREFIX AND NUMBER: <u>MAN 2125</u>	SEMESTER CREDIT HOURS: <u>3</u>
COURSE TITLE: <u>Supervision & Performance Improvement</u>	

Section 2		
TYPE OF COURSE: (Click on the box to check all that apply)		
<input type="checkbox"/> AA Elective	<input type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input checked="" type="checkbox"/> AS Professional Elective	<input checked="" type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

Section 3 (If applicable)		
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:		
<input type="checkbox"/> Communications	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

Section 4					
INTELLECTUAL COMPETENCIES:					
<input checked="" type="checkbox"/> Reading	<input checked="" type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input type="checkbox"/> Quantitative Skills	<input type="checkbox"/> Scientific Method of Inquiry	
<input checked="" type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input checked="" type="checkbox"/> Information Literacy	<input checked="" type="checkbox"/> Ethical Judgment	<input checked="" type="checkbox"/> Working Collaboratively	

	LEARNING OUTCOMES	METHOD OF ASSESSMENT
•	Identify and describe the basic management functions of planning, organizing, leading and controlling.	Test or project
•	Demonstrate knowledge of the characteristics associated with effective supervisors.	Test or project
•	Demonstrate knowledge of various strategies for supervision.	Test or project
•	Demonstrate knowledge of various strategies for improving employee performance.	Test or project
•	Demonstrate knowledge of improving supervision and leadership skills.	Test or project
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Section 6	
Name of Person Completing This Form: <u>Steve Huntley</u>	Date: <u>9/27/07</u>