

I. COURSE INFORMATION

- A. Business 205 Supervisory Management
- B. 3 credit hours
- C. Leonard, Edwin, and Kelly Trusty. *Supervision: Concepts and Practices of Management*, 13th ed. Cengage, 2016
- D. Prerequisites: None

II. COURSE DESCRIPTION

This course will introduce and describe the first-line supervisor's managerial functions in the organization. The thrust of this study will be first level management and the link that supervisors provide between workers and management.

III. LEARNING OUTCOMES

- A. Identify and explain the basic management functions
- B. Identify the primary roles and skills of managers
- C. Discuss the criteria used to evaluate a manager's performance
- D. Evaluate several theories of management
- E. Outline the basic contributions of the quantitative school of management thought
- F. Discuss components of the quality school of management thought
- G. Explain the three approaches by business to social responsibility
- H. Describe the relationship between law and ethics
- I. Display a set of personal and business standards/values that are socially acceptable
- J. Discuss how customers influence the quality of goods and services
- K. Relate quality, productivity, and profitability to one another

IV. MAJOR CONTENT AREAS

- A. Basic supervisory principles
- B. Organizational cultures
- C. Human behaviors
- D. Basic management processes
- E. Principles of problem solving

V. ASSIGNMENTS (may include but are not limited to)

- A. Quizzes and exams
- B. Class discussions
- C. Assignments

VI. EVALUATION METHODS (may include but are not limited to)

- A. Assignments and participation
- B. Presentations
- C. Quizzes and exams