

Montgomery County Community College
MGT 221
Supervision
3-3-0

COURSE DESCRIPTION:

In this course students will develop the skills and knowledge necessary to grow into a supervisory position in a business environment. The course will provide the students with the opportunity to integrate the knowledge gained in the basic business courses and to refine the basic supervisory and management skills learned in these courses. The course includes topics relating to the role of the supervisor in the management process in a business environment.

REQUISITES:*Previous Course Requirements*

- MGT 110 Introduction to Business or MGT 111 Principles of Management

Concurrent Course Requirements

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Explain the role of the supervisor and his or her managerial functions.	Discussion Multi-Media Materials Case Studies Current Events Assignments	Exams Written Assignment: Case-Study
2. Assess the changing role of a supervisor in planning, organizing, and staffing activities.	Discussion Multi-Media Materials Case Studies Current Events Assignments	Exams Written Assignment: Case-Study
3. Examine management leadership responsibilities including group behavior, teamwork, morale, and a diverse workforce.	Discussion Multi-Media Materials Case Studies Current Events Assignments	Exams Written Assignment: Case-Study, Current Event
4. Explain supervisory techniques for managing employee performance.	Discussion Multi-Media Materials Case Studies Current Events Assignments	Essay Questions Written Assignment: Case-Study, Current Event

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
5. Summarize the supervisor's social, legal, and ethical responsibilities.	Discussion Multi-Media Materials Case Studies Current Events Assignments	Exam - Essay Questions Written Assignment: Case-Study

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

SEQUENCE OF TOPICS:

1. Supervisory Management Overview
 - a. managerial functions
 - b. trends
 - c. skills
 - d. authority
 - e. functions
 - f. power
2. Supervisory Essentials
 - a. communication
 - b. motivation
 - c. problem solving
 - d. discipline
3. Planning and Organizing
 - a. organizational objectives
 - b. types of plans
 - c. time management
 - d. quality improvement
4. Staffing
 - a. recruitment, selection, orientation, training
 - b. appraising, coaching, promoting, compensating
5. Leading
 - a. leadership
 - b. team building
 - c. diversity
 - d. delegating
 - e. morale
6. Controlling
 - a. fundamentals of controlling
 - b. conflict management
 - c. control process
 - d. budgets
 - e. measurements

LEARNING MATERIALS:

Leonard, E.C. and Hilgert, R.L. (2016) *Supervision*. 13th ed. Cengage.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Eileen Kearney

Date: 9/2006

Revised by: Eileen Kearney and Ayisha Sereni

Date: 6/2013

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 6/26/2013

Revised by: Eileen Kearney

Date: 2/27/2018

VPAA/Provost or designee Compliance Verification:

Date: 2/28/2018



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.