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Spring 1-2016

### BMGT 242.01: Front Line Supervision

Anthony W. Becker

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**Missoula College – UM**

**BUSINESS TECHNOLOGY DEPARTMENT**

**COURSE SYLLABUS**

**COURSE TITLE:** Front Line Supervision

**COURSE NUMBER:** BMGT 242-S16-Becker

**PREREQUISITES:** None

<b>INSTRUCTOR:</b> Anthony Becker Phone: 243-7817 Office: AD-11A E-mail: anthony.becker@umontana.edu Office Hours: Tuesdays & Thursdays, 1:10 to 2:00pm, or by appointment.
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**COURSE DESCRIPTION:**

The basic goal of supervision and leadership in a changing world is to provide you with the knowledge and tools you will need to supervise today's knowledge-based and multicultural workers. Emphasis will include making better decisions, planning and setting goals, organizing jobs and work, interviewing and screening employees, training, motivating, leading team efforts, appraising performance, and handling grievances and labor relations.

**TEXT:** *Supervision and Leadership in a Changing World*, by Gary Dessler, Prentice Hall.

**STUDENT LEARNING OBJECTIVES:**

- ❖ Develop the ability to integrate the proven, traditional, and functional approach to supervisory management, and apply it to today's knowledge-based and multicultural workforce.
- ❖ Demonstrate the ability to effectively communicate on a professional level with workers, unions, and other management personnel including: leading, motivating, coaching, appraising, disciplining, and problem solving.
- ❖ Develop the ability to analyze problem situations, and suggest possible solutions.
- ❖ Acquire and demonstrate an understanding of management thought including functional relationships and various management theories.

**EVALUATION PROCEDURES:** Evaluation will use one or more of the following: attendance, quizzes, projects, assignments, presentations, class participation, and other evaluative exercises designed to ensure that the course objectives are met.

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|-----------------------|-----|
| ➤ Attendance          | 25% |
| ➤ Class Participation | 25% |
| ➤ Portfolio Questions | 25% |
| ➤ Semester Exams      | 25% |

**GRADING SCALE:**

- ✓ 91 - 100 = A
- ✓ 81 - 90 = B
- ✓ 71 - 80 = C
- ✓ 64 - 70 = D
- ✓ ← 64 = F

**ATTENDANCE POLICY:** Students are expected to come prepared for class each day and to participate in the assigned activity. In-class activities account for a substantial portion of the final grade.

**WITHDRAWAL:** Termination of class attendance does not constitute official withdrawal. You may withdraw officially from class anytime through week 14 of this semester at Students Services.

**ACADEMIC HONESTY STATEMENT:** The College of Technology is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement.

Cheating on papers, tests, or other academic works is a violation of Student Conduct rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

**ADA STATEMENT:** College of Technology seeks to provide effective services and accommodations for qualified individuals with documented disabilities. The goal of Disability Support Services (DSS) is to provide opportunities for equal access in college programs, services, and activities. DSS assists students with disabilities in achieving their educational goals through such services as academic and career counseling, adaptive testing, tutoring, note taking, interpreting, and test proctoring. For more information, visit the Disability Services website at <http://www.umn.edu/dss/> or call 406.243.2243 (Voice/Text)

## 16-WEEK SEMESTER COURSE OUTLINE

- WEEK 1 Introduction to course objectives and assignments. Chapter 1-The Supervisor's Role in a Changing World. (Jan 25<sup>th</sup> – 31<sup>st</sup>.)
- WEEK 2 Chapter 2-Leading a Diverse Workforce. Assign experimental exercise. (Feb 1<sup>st</sup> – 7<sup>th</sup>.)
- WEEK 3 Chapter 3-How to Make Better Decisions. (Feb 8<sup>th</sup> – 14<sup>th</sup>.)
- WEEK 4 Chapter 4-How to Plan and Set Goals. (Feb 15<sup>th</sup> – 21<sup>st</sup>: **Feb 15<sup>th</sup>, Holiday- No Classes**) **Test I** (Chapters 1-4, Feb 18<sup>th</sup>.)
- WEEK 5 Chapter 5-How to Understand Budgets and Control Work Processes. (Feb 22<sup>nd</sup> – 28<sup>th</sup>.)
- WEEK 6 Chapter 6-How to Organize Jobs and Work. Begin Chapter 7-The Supervisor and Equal Employment. (Feb 29<sup>th</sup> – 6<sup>th</sup>.)
- WEEK 7 Complete Chapter 7. Guest speaker (HR). Begin Chapter 8-How to Screen and Interview Prospective Employees. (Mar 7<sup>th</sup> – 13<sup>th</sup>.)
- WEEK 8 Complete Chapter 8. (Mar 14<sup>th</sup> – 20<sup>th</sup>.) **Test II** (Chapters 5-8, March 17<sup>th</sup>.)
- WEEK 9 Chapter 9-Orienting and Training Employees. Begin Chapter 10-Using Motivation and Incentives. (Mar 21<sup>st</sup> – 27<sup>th</sup>.)
- WEEK 10 Complete Chapter 10. Chapter 11-How to Lead the Team Effort. (Mar 28<sup>th</sup> – April 3<sup>rd</sup>.)
- WEEK 11 **Spring Break:** April 4<sup>th</sup> – 8<sup>th</sup>, **No Classes**
- WEEK 12 Chapter 12-Coaching and Communicating at Work. (Apr 11<sup>th</sup> – 17<sup>th</sup>) **Test III** (Chapters 9-12, April 14<sup>th</sup>.)
- WEEK 13 Chapter 13-Appraising and Managing Performance. Begin Chapter 14-Supervising Ethics, Fair Treatment, and Discipline at Work. (Apr 18<sup>th</sup> – 24<sup>th</sup>.)
- WEEK 14 Complete Chapter 14. Begin Chapter 15-Labor Relations and How to Handle Grievances. (Apr 25<sup>th</sup> – May 1<sup>st</sup>.)
- WEEK 15 Complete Chapter 15. Chapter 16-Supervising Health and Safety at Work. (May 2<sup>th</sup> – 8<sup>th</sup>.)
- WEEK 16 **Final Exam** (Chapters 13-16, May 10<sup>th</sup>@8-10am)