

**Course Outline**  
MNGT. 110  
Principles of Supervision  
3 Credits

**The Community College of Baltimore County**

**Description**

Principles of Supervision

Introduces the responsibilities of the supervisor; presents a broad concept of both the technical and human problems that may be encountered and how to approach them.

**Overall Course Objectives**

Upon completion of the course the student must be able to:

- A. identify the functions of the first line supervisor.
- B. demonstrate an understanding of the need for ethical conduct and the exercise of social responsibility by management.
- C. identify the elements of organizational dynamics and teamwork in management.
- D. enumerate the basic elements in decision making and problem solving.
- E. list and describe techniques for managing time.
- F. identify the significant elements in dealing with unions and administering collective bargaining agreements.
- G. identify the various approaches to standards of employee performance and appraising of employees.
- H. identify problems of orientation, induction, training, and development of employees.
- I. demonstrate an understanding of basic problems in communications, productivity, and discipline.
- J. recognize the elements of common employee problems such as absenteeism, tardiness, alcoholism, and drug abuse.
- K. identify the problems encountered in implementing change.
- L. demonstrate an understanding of basic labor relations, equal employment opportunity, and general employment laws and doctrines.
- M. demonstrate an understanding of motivational theory and techniques.
- N. demonstrate an ability to apply effective solutions to case situations using sound supervisory principles.

## **Major Topics**

- A. Role of the Supervisor
- B. Conflict within the Organization
- C. Ethics and Social Responsibility
- D. Managing Time
- E. Problem Solving and Decision Making
- F. Improving Productivity
- G. Standards of Employee Performance
- H. Equal Employment Opportunity and the Law
- I. Matching People to Jobs
- J. Orientation and Induction of Employees
- K. Employee Training and Development
- L. Appraising Employee Performance
- M. Employee Motivation
- N. Communicating
- O. Employee Health and Safety
- P. Labor Organizations
- Q. Maintaining Discipline
- R. Grievance Handling
- S. Absenteeism and Tardiness
- T. Alcoholism in the Workplace
- U. Drug Abuse in the Workplace
- V. Implementing Change

## **Course Requirements**

- A. Mid-term and/or periodic examination
- B. Term paper and/or projects
- C. Comprehensive final examination
- D. Attendance and tardiness