

Course Outline
MNGT. 115
Seminar in Supervisory Problems
3 Credits

The Community College of Baltimore County

Description

Seminar in Supervisory Problems

Analysis and solving of specific types of technical and human problems encountered primarily by the first line supervisor; case problem approach is utilized.

Overall Course Objectives

- A. Identify the seven steps in the 7-step problem solving technique.
- B. Develop a statement of problem, do basic fact analysis, and construct solutions to problems.
- C. Solve basic human and/or technical problems typical of those encountered by the first line supervisor.
- D. Apply currently accepted supervisory principles in solving problems.

Major Topics

- A. Role of the Supervisor
- B. Conflict Within the Organization
- C. Ethics and Social Responsibility
- D. Managing Time
- E. Decision Making and Problem Solving
- F. Improving Methods
- G. Problems with Performance Standards
- H. Complying with EEO
- I. Matching People To Jobs
- J. Orientation and Induction of Employees
- K. Employee Training and Development
- L. Appraising Employee Performance
- M. Improving Employee Performance
- N. Communicating
- O. Employee Health and Safety
- P. Administering the CBA
- Q. Maintaining Discipline
- R. Grievance Handling

- S. Absenteeism and Tardiness
- T. Alcoholism in the Workplace
- U. Drug Abuse in the Workplace
- V. Introducing Change
- W. Diversity in the Workplace

Methods of Instruction

- A. Written and/or oral experiential exercises, case problems, and mini-games
- B. Role playing
- C. Discussions
- D. Audio-visual materials

Method of Evaluation

- A. Class participation
- B. Oral case problems including role playing and mini-games
- C. Written case problems and exercises
- D. Final examination
- E. Attendance and tardiness

Date Revised: 6/13/00