SUPERVISION I ~ SYLLABUS

GRADING METHOD: Instructor may choose pass/fail or grade

COURSE DESCRIPTION (12 week course)

Fundamentals of supervision focusing on the public works industry. Topics to be covered include communications, employee orientation and training, motivating employees, decision making, performance appraisal writing, and disciplinary action.

COURSE CONTENT

I. Fundamentals of Supervision in the Public Works Industry

II. Communication Processes Including Written, Oral, and Nonverbal Modes

III. Employee Orientation and Training

IV. Planning and Scheduling Work

V. Motivating People to Work

VI. Problem Solving and Decision Making

VII. Interviewing Techniques

VIII. Documenting for Performance Appraisal Electronically

IX. Effective Performance Appraisal Writing

X. Handling Complaints and minimizing grievances

XI. Disciplinary Action

STUDENT LEARNING OUTCOMES

Upon completion of this course, students will be able to do the following:

1. Creative, Critical, and Analytical Thinking

   A. OUTCOME: demonstrate, through oral presentations and written assignments, the appropriate level of knowledge and ability to complete performance appraisals and disciplinary actions

OBJECTIVES

1. take hold of their supervisory responsibilities

2. define the supervisory management job

3. be able to set goals and plan work

4. work within an organizational system

5. exercise control to get results

6. use information to solve problems and make decisions

7. build an effective work team

8. lead employment staffing processes and interviewing

9. facilitate the orientation process, training, and development of employees

10. understand the act of providing leadership to build effective teams

11. mediate vital personnel problems

12. handle complaints

13. counsel employees with special problems

14. conduct employee performance appraisals

15. understand how and when to discipline employees

16. ensure legal compliance in the work place

METHODS OF EVALUATION/ASSESSMENT
Typical classroom assessment techniques
Required assignments

Sample Assignments

Students, may be required to research on-line and submit a written assignment based on that research.

Students may be asked to visit relevant websites and report back to the instructor on what they have found.