



Dillard College of Business Administration

SYLLABUS: Supervisory Management

MGMT 4613 Section 101

Fall Semester 2019

Tuesday and Thursday at 9:30am to 10:50am

Dillard 131

Contact Information:

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Office hours: Monday and Wednesday 8:30am to 10:00am and Tuesday and Thursday 11:00am to 12:00am

By appointment...Appointments especially welcome on Tuesday and Thursday

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Course Materials:

1. Samuel Certo, SUPERVISION, 9th Edition, McGraw-Hill Higher Education, 2016. ISBN 978- 0-07 -772061-2, MHID 0-07-772061-X or **10th Edition is fine.**
2. Some class materials posted on D2L.
3. Text has a Publisher's student website and there is an Access code available for text.
4. Students' "preferred" email address is used frequently for chapter notes: check this!
5. It really helps to have some kind of access to the text itself as we go through the semester.

Course Description: A study of the art of working with and through people as a first level manager, supervisor or team leader, to achieve a productive outcome. Topics include the unique role of a supervisor, shaping worker careers, motivations, quality of life, and how planning and good decision-making make the difference, the importance of the organizational structure, the art of delegation, the skills of counseling and disciplining. The need to keep things in control; and topics like conflict, change, stress, and time management. Historical, ethical and international dimensions of management are included.

Course Objectives (General Learning Goals)

Competency in Speaking Within Common Business Scenarios

Students **practice** their oral presentation skills in case discussions.

Assessment: student effort evaluated for possible points.

Competency in writing about common business scenarios

Students will write three (3) two-page reports comprised of commentary and analysis (not summaries) over designated cases. Hence, **practice** of written skills occurs through these assignments. **Assessment** takes place, as these assignments are worth 10 points **each** of the total course point profile. Class exercises, further, will result in **practice** and there will be **assessment** of these items, as they are collectively worth course points.

Problem Solving and Decision Making Abilities through Critical Analysis, Evaluation, and Interpretation of Business Information

These critical skill areas are **practiced** through case analyses and on “incidents” from supervisory situations. They are **assessed** through the point values given for these assignments. **Instruction** in this skill area occurs as early assessments are reviewed and discussed with students.

Students will demonstrate ethical reasoning skills within a business environment

Instruction in this skill area will take place primarily in discussion of chapters of the textbook. Effective supervision and team leadership require ethical, professional decisions in all areas. **Application** of this skill will occur through “ethical issues and tips.” Each of these items will be **assessed** as part of the total class point schedule.

Students will have an understanding of the influence of global and multicultural issues on business activities

Instruction: global and international issues are woven through all topic coverage. There will be some **application** of this skill area in exercises and cases. Each of these items will be **assessed** through exams as part of the total class point schedule.

Course Policies:

A. Attendance Policy:

Students are expected to attend all class meetings for this course, following the university attendance policy. (See **Midwestern State University Undergraduate Catalog**, 2019-2020. This catalog is electronic only. It may be found on the MSU website using the **Registrar button**, then the **University Catalogs button**.

Unexplained and unjustified absences will be recorded. This number should be held low to remain non-excessive to avoid penalty. So as not to disturb the class, one would not walk in and out of the classroom during the class hour except for an emergency. Routine cell phone activity is prohibited. Smart devices, tablets,

laptops, may be used to view class materials. **All cell phones and smart devices and computers must be off and stored during tests.** Distracting conversation between students is considered rude. When one must miss a class, email the professor and explain. Seek, either from the professor or student peers, exactly what was missed and what assignments are pending. REMEMBER: **When you miss any class session, it leads directly to loss of performance on tests. (Sorry, class, I am sure this is SOOOOO obvious!) ONLY BOTTLED WATER PERMITTED IN CLASS.**

B. Other Related Policies

*** COURSE AIMS**

1. Gain an appreciation for the positive and constructive force that supervisors contribute in making available the goods, services, jobs and income for our society.
2. Understand the prevalent problem solving, decision making, delegating and disciplining techniques.
2. Identify and discuss basic forms of motivation
3. Discuss the functional duties, ethical responsibilities, and conflict and stress issues of supervisors.

***COURSE DETAILS**

This section includes assignments, responsibilities, grading and evaluation.

Instructional Method: In order to promote the best opportunity for learning, class sessions will be interactive. Essentially, there are two main considerations:

- (1) Theories and Concepts (the “what” and “how”) and
- (2) Cases and Incidents (“examples” and “applications”).

Participation

Participation in classroom discussions will not only make classes more interesting, it will contribute to the overall learning environment. Class participation and student preparedness, coupled with good attendance, will obviously pay off. {Perfect attendance results in bonus points on top of final grade. Excessive unexplained or unexcused absences result in points removed from final total. Chronic non-attendance could result in greater penalty.}

***WRITTEN WORK EXPLAINED**

CASE WRITE-UPS: After the initial case discussions in class, assigned **written papers** of two (2) full pages are due in a week and a half. **The case paper shall have three sections: an introductory paragraph, a paragraph on what you think the issues are, and your comments or opinions on one or more issues.** There will be three (3) **required, one from each unit** of the course. Each paper evaluated for a possible 10 points, totaling a possible 30 points.

CASE CONTRIBUTIONS: In addition to the three (3) written papers, there will be one (1) written **Case Contribution** over the semester, which is a page presenting name and number of case, your name, and a written summary of an article or paper—excluding the textbook—which relates to a case in some way. This is a short paper commenting on the article and includes your reaction to it. This page is due a week after the case discussion and worth 4 points.

DISCUSSION PARTICIPATION: Also, consistent **oral case participation** is worth an extra point. In sum, participation in the case discussions are worth an extra 1 point.

CLASS AND VIDEO EXERCISES: These are examples to make the class more realistic. These exercises, along with attendance, are worth 5 points.

Written requirements of course summarized:

- FOUR TESTS over concepts worth 15 points each, worth 60 points totaled.
- THREE CASE PAPERS of at least two (2) full pages each worth 10 points each.
- ONE CASE CONTRIBUTION, documented in writing, worth 4 points
- ORAL CASE PARTICIPATIONS worth 1 point if consistent
- EXERCISE RESPONSES, attendance, etc. worth 5 points. Total 100pts.

[Probable exercises will relate to LIVE SUPERVISORY OBSERVATIONS, “ME AS A SUPERVISOR PROFILE,” MY DIVERSITY PARAGRAPH, and A BENCHMARK PARAGRAPH.]

- **A make-up exam is available for a legitimate absence: they typically are not from specific class lectures and hence, will seem more difficult.**
- If a student misses a regularly scheduled exam, the student must immediately notify the instructor of his/her intention to schedule a make-up exam. The exam dates are tentative and subject to change. **All papers have due dates which must be observed.**
- **Keep all the exams, quizzes, and homework until the end of the semester** to verify any discrepancy in records. If you happen to be absent on the day an exam is returned to the class, you must come to my office (DB161) to see it.

Senate Bill 11 passed by the 84th Texas Legislature allows licensed handgun holders to carry concealed handguns on campus, effective August 1, 2016. Areas excluded from concealed carry are appropriately marked, in accordance with state law. For more information regarding campus carry, please refer to the University’s webpage at: [Campus Carry Policies at https://msutexas.edu/campus-carry/rules-policies-carry/rules-policies](https://msutexas.edu/campus-carry/rules-policies-carry/rules-policies).

Disability policy: It is the policy of Midwestern that “no otherwise qualified person with a disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination” regarding, all aspects of this class. See the University Catalog, 2018-2019 for further details. It is on the MSU website and in the Student Life section.

Academic integrity, dishonesty, and plagiarism policies are explained in the Student Handbook, in the section, Code of Student Conduct, Standards of Student Conduct, and in the MSU Electronic Catalog, 2018-2019 under the Student Honor Creed. “By enrolling in this course the student expressly grants MSU a ‘limited right’ in all intellectual property created by the student for the purpose of this course. The ‘limited right’ shall include but shall not be limited to the right to reproduce the student’s work product in order to verify originality and authenticity, and educational purposes.”

Change Policy: This syllabus is a guide for the course and is subject to change.

Course Content and Tentative Calendar: (Approx. 27 sessions)

UNIT ONE: Challenges Chapters

1 Challenges of Supervision – Aug 27, 29, Sept 3

4 Responsibility, Ethics, and Sustainability – Sept 5, 10

5 Managing Diversity – Sept 12, 17

Case Discussions for Unit One: September 29, Referees of ACC; Scrap Metal Supervisors: Cookie Factory Culture

TEST ONE (Ch. 1, 4, 5) - Sept 26

Two-page papers on cases due in 1 and 1/2 weeks*

UNIT TWO: Functions of Supervision Chapters

6 Plans and Controls – Oct 1, 2

7 Organization and Authority- Oct. 8, 10

8 Leadership?? Oct. 15, 17

9 Problem Solving/ Decision Making: Oct 22, 24

Case Discussions for Unit Two: Oct 29, Edward Don; Thor; Insight Comm; Cost - Co Cashier

TEST TWO (Ch. 6, 7, 8, 9): Oct 31

Two- page papers on Cases due in 1 and ½ weeks*

UNIT THREE: Skills – Chapters

11 Motivating - Nov 5

12 My Problem Employees Nov 7

13 My time and my Stress Nov 12

14 Dealing with Conflict and Change – Nov 14

Case Discussions for Unit Three: Nov 19. Bossard, Lexington Police, Freedom Software

TEST THREE: (Ch. 12, 13, 14) Nov 21

Two-page papers on Cases due in 1 and ½ weeks*

UNIT FOUR: Quality, Groups, and Teams Chapters

2 Item on Quality and Productivity – Dec 3

3 Item on Groups and Teams - Dec 5

Last Exercise (Ch. 2, 3) Handed Out Dec 5 and DUE up until December 12

Commencement, Dec. 14

- REMEMBER, TO SUM IT UP: FOR THE SEMESTER, YOU HAVE TO WRITE A TOTAL OF 3 TWO-PAGE CASE PAPERS One from each unit, DO ONE CASE CONTRIBUTION BRIEFING for the semester, PARTICIPATE in the CASE DISCUSSIONS Plus TAKE 4 TESTS and do a few EXERCISES.