



## Dillard College of Business Administration Supervisory Skills (MGMT 4613-X40)

Fall Semester 2023,

Professor: Dr. Charles D. Ramser

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### Course Materials:

1. Samuel Certo, SUPERVISION, 11th Edition, McGraw-Hill Higher Education, 2019. ISBN 978-1-260-68296-0 (Bound Edition) or MHID-1-260-68296-X (Bound Edition) (Book should be an option for you—check MSU Bookstore for renting, etc. options).
2. Most class materials posted on D2L.
3. Text has a Publisher's student website and there is an Access code available for text.
4. Student's "**preferred**" **e-mail address** is also used for copies of some materials;

Competencies involved:

### Competency in writing about common business scenarios:

Students will write three (3) case 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.

### 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 real 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 the slides for chapter 4. Effective supervision and team leadership require ethical, professional decisions in all areas.

**Application** of this skill will occur through "ethical issues." Each of these items will be **assessed** as part of the total class point schedule.

## **COURSE POLICIES:**

REMEMBER: It will be important to stay as current as possible with the schedule of the course. I will work with you on any problems as they (or if they) occur.

### **B. Other Related Policies**

#### **COURSE AIMS**

Upon completion of this course you should:

1. Gain an appreciation for the positive and constructive force that supervisors are making available the goods, services, jobs and income for our society.
2. Understanding of the challenges, ethical aspects, functional duties, special skills and political and productivity issues of supervisors.

## **COURSE DETAILS**

**This section includes assignments, responsibilities, grading and evaluation.**

**Instructional Method:** This is covered in detail in the "WELCOME" document and the "WELCOME CONTINUED" document on D2L in unit one. It involves STUDYING the SLIDES on the "CHAPTER TOPICS" and then THEN STUDYING THE CHAPTER IN THE TEXTBOOK looking at details such as illustrations and examples in the text, AND looking at any extra items in the D2L list AND checking out the cases available on the D2L list and looking for the one you like best. .

#### **WRITTEN WORK EXPLAINED:**

TESTING EXERCISES (equivalent to tests) will be 4 in number, worth 15 points each, for a total of 60 points. The exercise will consist of several short essay questions, which will be e mailed to you just before the 4<sup>th</sup> week of the unit study for your responses by the following Sunday.

**CASE WRITE-UPS:** Along with the chapters, there will be a choice made from three cases available on D2L with the assignment of a case paper of up to 2 pages, due also on Sunday. **The case paper shall have three sections: an introductory paragraph on why you chose a particular case over the others, a paragraph on what you think the ISSUES, PROBLEMS OR POSITIVE ASPECTS are, and your COMMENTS and SOLUTION suggestions on one or more issues.** There will be 3 of these papers required, one from each of the first 3 units of the course. Each paper will be evaluated for a possible 10 points, totaling a possible 30 points.

**CASE RELATED ARTICLE ANALYSIS:** You will go on-line and find an article that relates to an issue in a case you didn't pick to write on from the earlier courses selections. "You will relate the article to the case." This will come toward the end and be worth 4 points..

#### **Written requirements of course summarized:**

1. CLASS-RELEVANT QUESTIONS FROM SLIDES, 15 points each, worth 60 points.
2. THREE CASE PAPERS UP TO 2 pages each, worth 10 points each.
3. ONE CASE RELATED ARTICLE ANALYSIS, documented in writing, worth 4 points

**NOTE: Keep all the WRITTEN WORK until the end of the semester** to verify any discrepancy in records.

**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 most recent Electronic Catalog, 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.

**ACADEMIC INTEGRITY:**

Regarding academic honesty and student behavior, students are referred to the Student Honor Creed of the Midwestern State University Undergraduate Catalog. This catalog is electronic only. It may be found on the MSU website using the Registrar button, then the University Catalogs button, then Student Life button. Violation of any of the guidelines in the MSU Student Honor Creed is an academic integrity violation. In short, cheating, collusion, and plagiarism will not be tolerated. The term "cheating" generally means representing someone else's work as your own and includes, but is not limited to:

1. Failing to report to your professor any suspicion of cheating on exams.
2. Acting with intent to promote or assist cheating, including soliciting, encouraging, directing, or aiding attempts of fellow students to cheat before, during, or after an exam.
3. Soliciting information about exam questions from students who have taken a test.
4. Intentionally or negligently aiding someone taking an exam or quiz.
5. Looking or glancing at another student's exam while the exam is being taken.
6. Soliciting answers from a fellow student during an exam or quiz.

## **COURSE CONTENT AND TENTATIVE CALENDAR:**

### **UNIT ONE**

#### **Challenges Chapters:**

- 1 Challenges of Supervision (WEEK OF 8-28)
- 4 Responsibility, Ethics, and Sustainability (WEEK OF 9-3)
- 5 Managing Diversity (WEEK OF 9-11)

WEEK OF 9-18 TO 9-24: WORK ON EXERCISE ONE AND CASE WRITE-UP

Cases for Unit One

Referees of ACC; Flint's Avoidable Water Quality Disaster; Uber and EEOC on Sexual Harassment,

EXERCISE ONE (Chapter 1, 4, 5 CHAPTERS AND SLIDES) Due by Sunday 9-24

CASE PAPER ONE Also Due by Sunday night 9-24

### **UNIT TWO**

#### **Functions of Supervision Chapters:**

- 6 Plans and Controls (WEEK OF 9-24)
- 7 Organization and Authority (WEEK OF 10-2)
- 8 Problem Solving/Decision Making, and Creativity (WEEK OF 10-9)

WEEK OF 10-16 TO 10-22 WORK ON EXERCISE TWO AND CASE WRITE-UP

Cases for Unit Two

Edward Don or City of Everett Green Buses; What Went Wrong At Volkswagen? What Makes A Work Environment Creative?

EXERCISE TWO (Chapter 6, 7, 8 CHAPTERS AND SLIDES) Due Sunday 10-22

CASE PAPER TWO also due Sunday evening. 10-22

### **UNIT THREE**

#### **Skills, Communication, Problem Employees, Stress Chapters:**

- 10 Communicating (WEEK OF 10-23)
- 12 My Problem Employees (WEEK OF 10-30)
- 13 My time and my Stress (WEEK OF 11-6)

WEEK OF 11-13 TO 11-19 WORK ON EXERCISE THREE AND CASE WRITE-UP

Cases for Unit Three

Billing Department, Facebook Chatbot, Suspension of Sportscaster, Freedom Software

EXERCISE THREE (Chapter 10, 12, 13 CHAPTER AND SLIDES) Due Sunday 11-19

CASE PAPER THREE also due Sunday evening 11-19

11-20 TO 11-25 THANKSGIVING BREAK

### **UNIT FOUR**

#### **Special Topics:**

Quality and Productivity (Chapter 9) AND CASE ARTICLE ANALYSIS (WEEK OF 11-26)

Politics (Chapter 14) (WEEK OF 12-4)

NO CASE PAPER but there is The CASE RELATED ARTICLE ANALYSIS due 12-10

EXERCISE FOUR On last unit topics, Due by end of Course Sunday 12-10