



Course Syllabus: Supervisory Skills
Dillard College of Business Administration
(MGMT 4613-X40)
Fall 2024

Contact Information

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Prerequisites: Junior standing or above or consent of the chair, and MGMT 3013.

Course Description

This course focuses on fundamental supervisory skills needed for managerial effectiveness. Topics include developing self-awareness, managing stress, solving problems analytically and creatively, communicating effectively, gaining power and influence, motivating others, managing conflict, empowering and delegating, building effective teams, and leading positive change.

“I hear and I forget, I see and I remember, I do and I understand.”

Those supervisors who can deal effectively with other people are the ones who succeed, the ones who can help organizations to be successful. This course is designed to provide fundamental skills necessary for success in the business environment. Students have the opportunity to incorporate skills or concepts into one’s self-development and interactions with others, especially in team settings, and apply those skills or concepts in the context of managerial roles in organizations. Each lesson is set up to provide a complete learning experience. This course is experiential in nature, and taking an experiential course takes time, energy, a willingness to try new things, and commitment. I hope you benefit from this class and be successful in your career.

Textbook & Instructional Materials

- Connect 3P Inclusive Access Online Access for Interpersonal Skills in Organizations by de Janasz, Edition: 7th ISBN: 9781265303020 Publisher: McGraw-Hill Higher Education
Formats: Adobe Ebook Reader Copyright Year: 2022 (No need to order this content, as it will be in your D2L account the first day of class.)
- Supplemental readings posted on Desire 2 Learn site at
<https://d2l.msutexas.edu/d2l/home/114463>

Student Handbook

Refer to: [Student Handbook](#)

Academic Integrity, Dishonesty, and Plagiarism Policies

These 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.” Additional guidelines on procedures in these matters may be found in the Office of Student Conduct.

Office of Student Conduct

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.

Grading

Important note: You must turn in each assignment to complete/pass the course.

Weekly Online Discussions	200
Weekly Online Quizzes	200
Two Personal Reflection Papers	200
Midterm Exam	200, or 0 if you waive midterm score
Final Exam	200, or 400 if you waive midterm score
TOTAL	1000 points

Grades will be based upon a percentage of those points earned by the student. There will be no substitutions for the above assignments. Final grades will follow the traditional demarcations as follows:

A = 90.00% and above	C = 70.00% to 79.99%	F = less than 60.00%
B = 80.00% to 89.99%	D = 60.00% to 69.99%	

Weekly Online Discussions (20 points maximum each)

Online discussion is a critical learning vehicle. The importance and value of *your* participation cannot be stressed too highly. In order to be successful with regard to discussion participation, you must participate in an active and relevant way. Persistently low preparation and poor contributions will jeopardize your chances of receiving a good grade. The best ten discussion grades will count for your course grade. Each discussion participation grade will be assessed according to the following criteria:

Category	0 - 1	2	3	4
Delivery of initial post 4 pts	1 point - Initial response to discussion question is posted by Saturday. 0 points - Response is posted after Sunday.	Initial response to discussion question is posted by Friday.	Initial response to discussion question is posted by Thursday.	Initial response to discussion question is posted by Wednesday.

Quality of Initial Post 4 pts	0 points - Does not post 1 point - Posts are "hasty" with very little analysis. Utilizes poor spelling and grammar.	Provides satisfactory analysis. Few grammatical or spelling errors are noted in posts.	Very good. Provides very good examination of discussion question. Consistently uses grammatically correct posts with rare misspellings.	High quality. Applies concepts from text, personal and/or other sources. Provides evidence or logic. Provides thorough examination of discussion question. Posts are grammatically correct with no misspellings.
Expression Within the Response to Other Posts 8 pts total (minimum - respond to 2 other posts) (4 points per post)	Posts responses which are short in length, offer no further insight into the topic or do not relate to the discussion content; makes short or irrelevant remarks i.e. "I agree;" "Good Job." Does not express opinions or ideas clearly; no or unclear connection to topic as evidenced in minimal expression of opinions or ideas.	Posts responses that are related to discussion content; prompts further discussion of topic. Opinions and ideas are stated clearly, with occasional lack of connection to topic.	Posts responses that are related to discussion content; prompts further discussion of topic. Opinions and ideas are stated clearly and connected to the topic.	Posts responses related to discussion topic; Expresses opinion and ideas in a clear and concise manner with obvious connection to topic.
Contribution to the Learning Community 4 pts	Does not make effort to participate in learning community as it develops or occasionally makes meaningful reflection on group's efforts; seems indifferent or makes marginal effort to become involved with group discussion.	Satisfactory attempt to direct the discussion and to present relevant viewpoints for consideration by group.	Attempts to direct the discussion and to present relevant viewpoints for consideration by group.	Aware of needs of community; Attempts to motivate the group discussion; moves analysis forward; builds upon comments of classmates; presents creative approaches to topic.

Weekly Online Quizzes (20 points maximum each)

For most weeks, an online quiz will be given covering the materials under discussion. The best ten quiz grades will count for your course grade.

Two Personal Reflection Papers (100 points maximum each paper)

In each paper, you will select a skill topic area from the book/class and write about how the topic relates to a personal experience you have had. You should present a situation, explain what happened and why, and analyze how the situation could have been handled differently based on specific learning from the book/class. You should then devise an action plan for the future in order to become more competent when faced with similar situations. Do not use any cases from the assigned readings or from the class. You may submit three reflection papers during this semester. The best two papers will count for your course grade.

The paper should be between 800 and 1000 words, and type-written. On the first page, you must print the following information: course number and your name ("4613 Name*** Personal Reflection

Paper #”). Failure to follow these instructions may result in a deduction of points. Please try to be creative and insightful. You should analyze only one topic area in each paper.

Exams (400 points maximum)

There will be two online exams, a midterm and a final. The exams will be based not only on assigned readings, but also on materials discussed in class but not covered in the readings. If you are not satisfied with your midterm score, you may ask me to discard it; however, you must submit your request to me via email at least one week **prior** to the final exam. You may not skip the midterm or take the final exam only. There is **no** make-up for the final exam – you **must** take the final exam – no exceptions.

Extra Credit (50 points maximum)

Should you choose, you can complete an individual video project for extra credit.

Late Work

The grade penalty for the late submissions is **10% off for each day** the submission is late. Work submitted more than **ten** days late will not be graded. Please check and remember the due date of each assignment on the Schedule of Classes.

Make Up Work/Tests

There is no make-up provision for any missed assignments and tests. If you feel that any material in this class has been improperly graded, you may submit a *written* appeal within one week of receiving the graded material to be regarded. In your appeal, you must both state and prove why you deserve more credit than you received.

Desire-to-Learn (D2L)

Extensive use of the MSU D2L program is a part of this course. Each student is expected to be familiar with this program as it provides a primary source of communication regarding assignments, examination materials, and general course information. You can log into [D2L](#) through the MSU Homepage. If you experience difficulties, please contact the technicians listed for the program or contact your instructor.

The class handouts, materials posted on D2L, and supplemental readings you will receive are copyrighted works. They are provided for your educational purposes only, and should not be copied or distributed.

Online Computer Requirements

Taking an online class requires you to have access to a computer (with Internet access) to complete and upload your assignments. It is your responsibility to have (or have access to) a working computer in this class. ****Assignments and tests are due by the due date, and personal computer technical difficulties will not be considered reason for the instructor to allow students extra time to submit assignments, tests, or discussion postings.*** Computers are available on campus in various areas of the buildings as well as the Academic Success Center. ****Your computer being down is not an excuse for missing a deadline!!*** There are many places to access your class! Our online classes can be accessed from any computer in the world which is connected to the internet. Contact your instructor immediately upon having computer trouble. If you have technical difficulties in the course, there is also a student helpdesk available to you. The college cannot work directly on student computers due to both liability and resource limitations however they are able to help you get connected to our online services. For help, log into [D2L](#).

Change of Schedule

A student dropping a course (but not withdrawing from the University) within the first 12 class days of a regular semester or the first four class days of a summer semester is eligible for a 100% refund of applicable tuition and fees. Dates are published in the Schedule of Classes each semester.

Refund and Repayment Policy

A student who withdraws or is administratively withdrawn from Midwestern State University (MSU) may be eligible to receive a refund for all or a portion of the tuition, fees and room/board charges that were paid to MSU for the semester. HOWEVER, if the student received financial aid (federal/state/institutional grants, loans and/or scholarships), all or a portion of the refund may be returned to the financial aid programs. As described below, two formulas (federal and state) exist in determining the amount of the refund. (Examples of each refund calculation will be made available upon request).

Services for Students with Disabilities

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Midwestern State University endeavors to make reasonable accommodations to ensure equal opportunity for qualified persons with disabilities to participate in all educational, social, and recreational programs and activities. After notification of acceptance, students requiring accommodations should make application for such assistance through Disability Support Services, located in the Clark Student Center, Room 168, (940) 397-4140. Current documentation of a disability will be required in order to provide appropriate services, and each request will be individually reviewed. For more details, please go to [Disability Support Services](#).

College Policies

Campus Carry Rules/Policies

Refer to: [Campus Carry Rules and Policies](#)

Smoking/Tobacco Policy

College policy strictly prohibits the use of tobacco products in any building owned or operated by WATC. Adult students may smoke only in the outside designated-smoking areas at each location.

Alcohol and Drug Policy

To comply with the Drug Free Schools and Communities Act of 1989 and subsequent amendments, students and employees of Midwestern State are informed that strictly enforced policies are in place which prohibits the unlawful possession, use or distribution of any illicit drugs, including alcohol, on university property or as part of any university-sponsored activity. Students and employees are also subject to all applicable legal sanctions under local, state and federal law for any offenses involving illicit drugs on University property or at University-sponsored activities.

Campus Carry

Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes has prohibited. The new Constitutional Carry law does not change this process. Concealed carry still requires a License to Carry permit, and openly carrying handguns is not allowed on college campuses. For more information, visit [Campus Carry](#).

Active Shooter

The safety and security of our campus is the responsibility of everyone in our community. Each of us has an obligation to be prepared to appropriately respond to threats to our campus, such as an active aggressor. Please review the information provided by MSU Police Department regarding the options and strategies we can all use to stay safe during difficult situations. For more information, visit [MSUReady – Active Shooter](#). Students are encouraged to watch the video entitled “*Run. Hide. Fight.*” which may be electronically accessed via the University police department’s webpage: [“Run. Hide. Fight.”](#)

Grade Appeal Process

Students who wish to appeal a grade should consult the Midwestern State University [MSU Catalog](#)

***Notice:** Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

Course Schedule

Week	Readings	Assignments
Week 1 8/26	<ul style="list-style-type: none"> Syllabus & Supplemental readings Lesson 1 class notes 	<ul style="list-style-type: none"> Introduce yourself in the Class Introductions Discussion Forum Complete online discussion #1 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, September 1, 2024.</p>
Week 2 9/2	<ul style="list-style-type: none"> Chapter 1: Self-Awareness & Chapter 2: Self-Disclosure/Trust Chapter-related PowerPoint Lesson 2 class notes 	<ul style="list-style-type: none"> Complete online discussion #2 Complete online quiz #1 and #2 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, September 8, 2024.</p>
Week 3 9/9	<ul style="list-style-type: none"> Chapter 3: Goal Setting Chapter-related PowerPoint Lesson 3 class notes 	<ul style="list-style-type: none"> Complete online discussion #3 Complete online quiz #3 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, September 15, 2024.</p>
Week 4 9/16	<ul style="list-style-type: none"> Chapter 4: Self-Management Chapter-related PowerPoint Lesson 4 class notes 	<ul style="list-style-type: none"> Complete online discussion #4 Complete online quiz #4 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, September 22, 2024.</p>
Week 5 9/23	<ul style="list-style-type: none"> Chapter 5: Diversity Chapter 6: Listening Chapter-related PowerPoint Lesson 5 class notes 	<ul style="list-style-type: none"> Complete online discussion #5 Complete online quiz #5 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, September 29, 2024.</p>
Week 6 9/30	<ul style="list-style-type: none"> Chapter 7: Communicating Effectively Chapter-related PowerPoint 	<ul style="list-style-type: none"> Complete online discussion #6 Complete online quiz #6

	<ul style="list-style-type: none"> • Lesson 6 class notes 	Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, October 6, 2024.
Week 7 10/7	<ul style="list-style-type: none"> • Chapter 8: Persuasion • Chapter-related PowerPoint • Lesson 7 class notes 	<ul style="list-style-type: none"> • Complete online discussion #7 • Complete online quiz #7 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, October 13, 2024.</p>
Week 8 10/14	Mid-Term Exam	<ul style="list-style-type: none"> • 1st Personal Reflection Paper due.
Week 9 10/21	<ul style="list-style-type: none"> • Chapter 9: Negotiation/Negotiation exercise • Chapter-related PowerPoint • Lesson 8 class notes 	<ul style="list-style-type: none"> • Complete online discussion #8 • Complete online quiz #8 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, October 27, 2024.</p>
Week 10 10/28	<ul style="list-style-type: none"> • Chapter 10: Building Teams/Exercise • Chapter-related PowerPoint • Lesson 9 class notes 	<ul style="list-style-type: none"> • Complete online discussion #9 • Complete online quiz #9 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, November 3, 2024.</p>
Week 11 11/04	<ul style="list-style-type: none"> • Chapter 11: Managing Conflict • Chapter-related PowerPoint • Lesson 10 class notes 	<ul style="list-style-type: none"> • Complete online discussion #10 • Complete online quiz #10 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, November 10, 2024.</p>
Week 12 11/11	<ul style="list-style-type: none"> • Video Case & Chapter 13: Facilitating Team Success • Chapter-related PowerPoint • Lesson 11 class notes 	<ul style="list-style-type: none"> • Complete online discussion #11 • Complete online quiz #11 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, November 17, 2024.</p>
Week 13 11/18	<ul style="list-style-type: none"> • Chapter 14: Making Decisions and Solving Problems • Chapter-related PowerPoint • Lesson 12 class notes 	<ul style="list-style-type: none"> • Complete online discussion #12 • Complete online quiz #12 <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, November 24, 2024.</p>
Week 14 11/25	<i>Thanksgiving Break</i>	
Week 15 12/2	<ul style="list-style-type: none"> • Chapter 15: Use of Power and Influence • Chapter-related PowerPoint • Lesson 13 class notes 	<ul style="list-style-type: none"> • Complete online discussion #13 • Complete online quiz #13 • 2nd Personal Reflection Paper due. <p>Submit the Lesson Assignments by 11:59 PM Central Time (ET) on Sunday, December 8, 2024.</p>
Week 16 12/7	Final Exam	<ul style="list-style-type: none"> • 3rd Personal Reflection Paper due (optional). • Video project due (extra credit)