



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

Summer Semester 2023,

Professor: Dr. Charles D. Ramser

Dillard Office: 261

Office hours: Can happen if needed or desired, phone call, email or text exchange.

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### **Course Materials:**

1. Samuel Certo, SUPERVISION, 11th Edition, McGraw-Hill Higher Education, 2019. ISBN:978-1-260-68296-0 (Bound Copy)
2. Class materials posted on D2L.
3. Text has a Publisher's student website and there is an Access code available for text.
4. Text can be rented at low cost.

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:**

Materials will be accessible on Monday mornings, and the Assessment Exercise or Case will be available at Mid-week, with written work required by Sunday night for each of the units.

REMEMBER: It will be important to stay as current as possible with the study and written portions 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 “How to Navigate this Course” section. It involves STUDYING the SLIDES on the “CHAPTER TOPICS” and looking at selected items of topical interest where available, THEN reviewing at least one of the cases available in the unit.

#### **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 available to you periodically for written responses by the late evening of the up-coming Sunday.

**CASE WRITE-UPS:** Along with the slides, 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, a paragraph on what you think the issues are, and your comments or opinions 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 Contribution: a Related Article Review:** 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 CONTRIBUTION, 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
- 4 Responsibility, Ethics, and Sustainability
- 5 Managing Diversity

Cases for Unit One

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

EXERCISE ONE (Chapter 1, 4 SLIDES) Due by Sunday Night

CASE PAPER Also Due by Sunday night

**UNIT TWO**

**Functions of Supervision Chapters:**

- 6 Plans and Controls
- 7 Organization and Authority
- 8 Problem Solving/Decision Making

Cases for Unit Two

Edward Don; What Went Wrong At Volks Wagen? What Makes A Work Environment Creative?

EXERCISE TWO (Chapter 6, 7, 8 SLIDES)

CASE PAPER Both due Sunday evening.

### **UNIT THREE**

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

10 Communicating

12 My Problem Employees

13 My time and my Stress

Cases for Unit Three

Billing Department, Suspension of Sportscaster, Freedom Software

EXERCISE THREE (Chapter 10, 12, 13)

CASE PAPER Both due Sunday evening

### **UNIT FOUR**

#### **Special Topics:**

Quality and Productivity (Chapter 9)

Politics (Chapter 14)

NO CASE PAPER

EXERCISE FOUR Due by end of Course