



Dillard College of Business Administration Supervisory Skills (MGMT 4613, Section 101)

Fall Semester 2020 Tuesday and Thursday 9:30 a.m. to 10:50 a.m., Dillard 323

Professor: Dr. Charles D. Ramser
Dillard Office: 261
Office hours: Monday and Wednesday 10:00 a.m. to 11:45 a.m.; Tuesday and Thursday 11 a.m. to 12:00 noon and by appointment, especially welcome on Tuesday/Thursday
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Course Materials:

1. Samuel Certo, SUPERVISION, 10th Edition, McGraw-Hill Higher Education, 2016. ISBN:978-1-260-14148-1; MHID: 1-260-14-148-0 (Loose leaf editions)
2. Many 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** and the E2L e mail are also used frequently for notes.
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 skills necessary for 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, motivation, 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 will **practice** their oral presentation skills in case discussions.

Assessment: student effort will be 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 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 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**. In this course, unexplained and unjustified absences will be recorded. This number should be held low 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 non-class cell phone activity is prohibited. Smart devices, tablets, lap tops, can 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, one should e mail the prof and explain and 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 a need to check the D2L for assignments)**

WATER IN A BOTTLE IS PERMITTED IN CLASS.

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. Understand the prevalent problem solving, decision making, delegating and disciplining techniques. Identify and discuss basic forms of motivation.
3. Discuss the functional duties, ethical responsibilities, and conflict and stress issues of supervisors.

COURSE DETAILS

Subject to modifications due to outside factors)

This section includes assignments, responsibilities, grading and evaluation.

Instructional Method: In order to promote the best opportunity for learning, class sessions will be interactive.

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.} Special attention to Cobid-19/flu related problems will be paid.

WRITTEN WORK EXPLAINED

APPLICATION EXERCISES (equivalent to tests) will be 4 in number, worth 15 points each, for a total of 60 points.

CASE WRITE-UPS: After case discussions in class, there will be an assignment of a written paper of 2 full pages, 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 3 of these papers required, **one from each unit** of the course. Each paper will be evaluated for a possible 10 points, totaling a possible 30 points.

CASE CONTRIBUTIONS: Besides the three written papers, there will be one written **Case Contribution** over the semester, which explores the case issues further. Details issued in class. This is a short paper which includes your reaction to the case. This assignment is due before last week of class and worth 4 points.

DISCUSSION PARTICIPATION: Also, consistent **oral case participation** on case discussion days is worth an extra 1 point.

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

Written requirements of course summarized:

1. FOUR APPLIED EXERCISES over concepts, worth 15 points each, worth 60 points.
2. THREE CASE PAPERS of at least 2 full pages each, worth 10 points each.
3. ONE CASE CONTRIBUTION, documented in writing, worth 4 points
4. ORAL CASE DISCUSSION PARTICIPATIONS, worth 1 point if consistent.
5. VIDEO & EXERCISE RESPONSES, AND ATTENDANCE worth 5 points.

Make-up exams are available for legitimate absences,

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.**

NOTE: 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 the exams are returned to the class, you must come to my office (D161) to see them.

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 <https://msutexas.edu/campus-carry/index>.

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 most recent Electronic University Catalog 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 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."

ACADEMIC INTEGRITY:

Regarding academic honesty and student behavior, students are referred to the Student Honor Creed of the 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, 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.
7. Using a cellphone or any electronic device as an aid to find answers while taking a test.
8. Using any device to record a test, including eyeglasses, cellphones, watches, and calculators.
9. Acquiring an exam or quiz or other academic testing material without the express permission of the professor who authored the exam.

CHANGE POLICY: This syllabus is a guide for the course and is subject to change.

COURSE CONTENT AND TENTATIVE CALENDAR: (Approx. 25 sessions +)

UNIT ONE

Challenges Chapters

1 Challenges of Supervision – Aug. 25, 27, Sept. 1

4 Responsibility, Ethics, and Sustainability – Sept. 3, 8

5 Managing Diversity – Sept 10, 15

Case Discussions for Unit One – Sept. 17 to 22, Referees of ACC;

Flint’s Avoidable Water Quality Disaster; Cookie Factory Culture

TEST ONE (Ch. 1, 4, 5) – Sept. 24

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

UNIT TWO

Functions of Supervision Chapters

6 Plans and Controls – Sept. 29, Oct. 1

7 Organization and Authority, Oct. 6, 8

8 Leadership?? Oct. 13

9 Problem Solving/ Decision Making, Oct. 15, 20
Case Discussions for Unit Two, Oct. 22-27, Edward Don; Thor; Insight Communication
TEST TWO (Ch. 6, 7, 8, 9), Oct. 29
Two- page papers on Cases due in 1 and ½ weeks*

UNIT THREE

Skills, Chapters

10 Communicating? Nov. 3
11 Motivating, Nov. 5
12 My Problem Employees, Nov. 10
13 My time and my Stress, Nov. 12
Case discussions for Unit Three, Nov. 17, Bossard, Lexington Police, Freedom
Software
TEST THREE (Ch. 10, 12, 13), Nov. 19
Two-page papers on Cases due in 1 and ½ weeks*
MOVE TO ALL ON-LINE

UNIT FOUR

Special Topics

(AFTER THANKSGIVING—ALL ON-LINE)
2 Item on Quality and Productivity
Items on Politics (14) and Performance Appraisal (17)
Last Exercise (Ch. 2 and P/PA) on-line

**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.**