

COURSE OUTLINE

MAMT-131 Supervisory Development 3 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

Through this course, the student will develop a successful supervision in business, industry and government. Emphasis in MAMT-131 is on the understanding and demonstration of basic supervisory concepts as they relate to motivating individuals, maintaining group morale, building loyalty, and interpretation of attitude and supervisory/employee relations. Also, fundamental skill development will include activities in leadership, goal setting, decision making, individual and group communication, performance appraisal, time management, and assertiveness training. (3 hours weekly)

Overall Course Objectives

Upon completion of this course, the student will be able to:

1. Identify supervisory interaction skills essential for increasing individual and workgroup productivity.
2. Describe how personal values, attitudes and behavior affect worker productivity.
3. Apply communication and motivation methods to enhance worker satisfaction and increase productivity.
4. Diagnose the impact of supervisory behavior on worker and group productivity.
5. Assess personal supervisory interaction skills.
6. Develop a plan of action to strengthen identified weaknesses.
7. Write and evaluate personal objectives for supervisory development.
8. Identify ways to manage stress more effectively.
9. Communicate both orally and in writing in an informative and interesting manner.
10. Identify ways to manage time more effectively.
11. Develop a service management customer-oriented focus, with an emphasis on total quality management.
12. Demonstrate methods for managing more assertively.
13. Identify the elements necessary for managing a diverse workforce.

Major Topics

- I. The Role of Supervisor
- II. The Major Functions of Management
- III. Communication in Management

- IV. Managing change and stress
- V. Motivating a diverse workforce
- VI. Building Relationships
- VII. Supervising Groups
- VIII. Leadership and Management styles
- IX. Complaints, Grievances, and the Union
- X. Security, Safety and Health in the Workplace
- XI. Time Management

Course Requirements

Grading/Exams: Grading procedures will be determined by the individual faculty member but will include the following:

- ← several exams
- ← class discussion and analysis of case studies
- ← several short writing assignments
- ← several short oral presentations

Writing: Specify writing assignments will be determined by the individual faculty member.

Other Course Information

This course serves as a business elective and is recommended for anyone who is currently in or hopes to be in a supervisory position.

Transferability: Check the Counseling Center for specific receiving institutions.