

**Northwest Arkansas Community College
Business & Computer Information Systems Division**

BADM 2533 Supervision (S)

Catalog Description:

An introduction to the theory, principles, and practice of supervision. This course introduces the roles and functions of the first-line manager. Course content focuses on the human interaction in supervision. Students will study core supervisory skills such as supervisory communication and successful meetings, goal-setting and expectations, generational supervision issues, working with special populations, performance appraisals and staff motivation.

Prerequisite(s):

None.

Credit Hours/Contact Hours/Load Hours:

3/3/3

Target Audience & Transfer:

This course is designed for students seeking an AAS in any area of business. This course **WILL NOT** transfer to the Walton College of Business and might not transfer to other 4-year institutions.

Student Learning Outcomes:

Students completing this course will:

- Describe theories of motivation.
- Prepare pay plans using financial incentives.
- Summarize positive and negative aspects of conflict.
- Distinguish between the types of groups that exist in the workplace.
- Discuss the advantages and disadvantages of group decision making.
- Assess methods of administering discipline to identify effective methods.
- Use reasoning skills to solve supervisory problems that will further their understanding of the roles of a supervisor.
- Define diversity.
- Describe how the growing diversity of the workforce affects the supervisor's role.
- Explain how hiring decisions are affected by the Americans with Disabilities Act (ADA).

Topics:

- Planning, organizing, staffing and controlling
- Establishing goals
- Acquiring the right people
- Solving problems and making decisions
- Stimulating individual and group performance.
- Motivating employees
- Providing effective leadership
- Supervising groups and work teams
- Coping with workplace dynamics
- Appraising employee performance
- Handling conflict
- Dealing with change.

Forms of Assessment:

Written exams, quizzes, projects, presentations, exercises, and case studies.