



## **COURSE INFORMATION SHEET**

Note: If a more detailed, instructor/section-specific course information sheet is required, please contact the department.

### **DEPARTMENT:**

Business Administration/Economics

### **COURSE:**

BUS135 Supervising For the 21<sup>st</sup> Century

### **COURSE DESCRIPTION:**

This course is designed to teach supervisors the concepts and skills they need to manage work and lead people in a diverse workforce. Its emphasis is on planning, problem-solving, communication, decision making, and employee motivation skills through the practical application of these concepts. It includes practice in hiring, training, performance appraisal, meetings, time management, and compliance with government regulations for equal opportunity, safety, and health. Three class hours. 3 Credits.

### **COURSE PREREQUISITES:**

None

### **COURSE LEARNING OUTCOMES:**

1. Use effective communication skills to resolve common workplace issues from a supervisory perspective.
2. Identify the skills needed to be an effective supervisor.
3. Apply various methods supervisors use to motivate employees.
4. Apply the principles of quality control to a business operation.
5. Apply effective conflict resolution strategies.
6. Explain the challenges of effectively supervising a diverse workforce.
7. Apply management tools to solve problems common to first line supervisors.
8. Explain the importance of having a customer focus for first line supervisors.