# **Course Alignment for MAN 2101 FlexPace**

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| **CO 1** | Examine the basic supervisory functions of planning, organizing, staffing, leading, and controlling as well as the importance of proper communication. |
| **CO 2** | Discuss the process of team development and the theory behind leadership styles. |
| **CO 3** | Compare the theories of motivation and describe the importance and benefit of performance appraisals. |
| **CO 4** | Examine the history and importance of labor unions and the importance of supervisory control. |
| **CO 5** | Describe the importance of properly dealing with conflict and stress, as well as the proper ways to deal with counseling and disciplining employees. |

**Note:** Course Objectives are institutionally-mandated and taken from the Master Syllabus.

# **Course Structure and Alignment**

**Note:** Topic Objectives are developed by the course coordinator to align with the Course Objectives.

| **Topic** | **Objectives** | **CO #** | **Materials** | **Activities** | **Assessments** |
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| **Defining Supervision and Supervisory Challenges** | * Define supervision.
* Describe the work of a supervisor.
* Describe the types of skills necessary to perform the job of supervision.
* State the key reasons for supervisory success.
* Describe diversity in workplace and understand why it is valuable.
 | 1 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
* Complete Pre/Post-Assessments
 | * Topic Pre-assessment
* Topic Assignment (if needed)
* Topic Post-assessment (if needed)
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| **Supervisory Planning** | * Explain how an organization plans.
* Describe the supervisor's role in the overall planning process with an organization.
* Identify the SMART criteria for setting objectives.
* Discuss the role of contingency plans.
* Describe the basic elements of a management by objectives (MBO) system.
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| **Organizing**  | * Define organizational departmentalization and ways to implement in organizations.
* Explain authority (including centralized and decentralized authority) and responsibility.
* Explain delegation and empowerment - including what, when and where to and not to delegate and empower.
* Apply the process of delegation.
 | 1, 2 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
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| **Staffing and Recruiting** | * Describe Human Resource Planning (HRP).
* Define the Staffing Function.
* Define Job Analysis, Job Description, and Job Specification and how they relate to job posting and job application.
* Describe the steps in the Selection Process.
* Describe Recruitment methods.
* Describe employment Interview methods.
 | 1, 2, 3 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
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| **Problem Analysis and Decision Making** | * Differentiate between programmed and non-programmed decisions.
* Discuss the importance of recognition and timeliness of decision making.
* Define and describe the scientific steps of decision making.
* Describe group-oriented techniques employed by supervisors.
* Describe barriers to organizational creativity.
 | 1, 2, 5 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
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* Topic Assignment (if needed)
* Topic Post-assessment (if needed)
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| **Motivating Followers** | * Define motivation.
* Describe the relationship of motivation to human behavior.
* Explain different approaches to motivation.
* Discuss what supervisors can do to affect motivation.
 | 1, 2, 3 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
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* Topic Post-assessment (if needed)
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| **Leading Followers** | * Define leadership.
* Describe three basic styles of leadership.
* Define directive and supportive leaders.
* Explain transformative and transactional leadership.
* Explain servant leadership.
* Define leadership characteristics.
* Describe leader attitudes: Theory "X" and Theory "Y."
 | 1, 2, 5 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
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* Topic Post-assessment (if needed)
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| **Communicating Effectively** | * Define communication and the communication process.
* Contrast formal and informal communication.
* Explain how electronic communication affects the supervisor's job.
* Describe barriers and techniques for overcoming communication barriers.
* Define perception.
* Describe active listening.
* Explain the behaviors necessary for providing effective feedback.
* Define the grapevine.
 | 1, 3, 5 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
* Impression video
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
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* Topic Assignment (if needed)
* Topic Post-assessment (if needed)
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| **Developing Teams** | * Describe the difference between formal and informal work groups.
* Explain what group norms are.
* Describe the elements that contribute to group cohesiveness.
* Discuss group conformity.
* Identify the four phases in the life of a team.
* Describe groupthink.
* Define the concept of team building.
* Explain self-directed teams.
 | 1, 2, 3, 4 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
* Complete Pre/Post-Assessments
 | * Topic Pre-assessment
* Topic Assignment (if needed)
* Topic Post-assessment (if needed)
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| **Appraising and Rewarding Performance** | * Define performance.
* Explain the determinants of performance.
* Define job analysis.
* Define job description and job specification.
* Define performance appraisal.
* List and describe the major performance appraisal methods.
* Define the performance appraisal activity.
* Explain the reward system.
* Discuss common mistakes and errors made in performance appraisals.
 | 1, 3 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
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| **Ethics and Organizational Politics** | * Define ethics and what is ethical behavior in the workplace.
* Explain what is and the use of a code of ethics.
* Discuss the role supervisors play as to ethics in the workplace.
* Outline the steps supervisors play in dealing with unethical workplace situations.
* Define organization politics and how to manage it.
 | 1, 3, 4, 5 | * Online resources
* Expert Insight video
 | * Read resources
* Watch videos
* Review study guide
* Complete written assignment (if needed)
* Complete Pre/Post-Assessments
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* Topic Assignment (if needed)
* Topic Post-assessment (if needed)
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| **Change Management** | * Describe what inhibits change.
* Identify techniques that foster acceptance of change.
* Discuss key factors affecting successfully implementing change.
* Identify strategies that are useful in implementing change.
* Describe Lewin's Force Field Analysis.
* Define a Change Model.
 | 1, 3, 5 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
 | * Read chapter
* Watch videos
* Review study guide
* Complete written assignment (if needed)
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* Topic Post-assessment (if needed)
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| **Conflict, Politics, Discipline, and Negotiations** | * Explain when it is appropriate for a supervisor to counsel an employee.
* Differentiate between directive and nondirective counseling.
* Define what a troubled employee is.
* Discuss ways to effectively supervise a troubled employee.
* Explain what employee assistance programs are.
* Explain the difference between troubled employees and problem employees.
* Discuss the legal requirements for dealing with troubled employees.
 | 1, 5 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
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| **Controlling** | * Describe the control process.
* Explain potential negatives that control can create.
* Identify ethical dilemmas in employee monitoring.
* Define quality, and what it means to a supervisor.
* Explain the difference between quality control and quality assurance.
 | 1, 4 | * Chapter scenario video
* Chapter reading
* Expert Insight video
* Chapter Study Guide
* Baldrige website
 | * Read chapter
* Watch videos
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* Topic Post-assessment (if needed)
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| **Course Reflection** | * Define key tools and techniques learned from the course that you will remember and use.
* Identify techniques that you have acquired through class discussions and research.
* Define the course's ROI.
 | 1, 2, 3, 4, 5 | N/A | Complete written assignment. | * Assignment | Course Reflection
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