

**Normandale Community College**  
**Common Course Outline**  
**BUSN 1145 – Supervision**

1. **Review Date:** September 2011
2. **Catalogue Description:** BUSN 1145 – Supervision - 3 CR Offered Fall and Spring.  
This course is designed for those students who are interested in becoming supervisors, or have recently become supervisors at their current jobs. Students will learn, develop, and improve the core competencies that will assist them in becoming a good supervisor.
3. **Recommended Skills:** No Prerequisites. Reading Level 3, English Level 2, Math Level 1.
4. **Course Content:**
  - A. Learning the Supervisor's Job
  - B. How to Make Sound, Creative Decisions
  - C. Developing Good Listening Skills
  - D. Developing Good Presentation Skills
  - E. Understanding Organizational Politics
  - F. Developing Planning Skills
  - G. Learning How to Organize Your Team for Maximum Productivity
  - H. Dealing with Organizational Change
  - I. Understanding the Difference between Managing and Leading
  - J. Applying Motivational Theory to the Workplace
  - K. Understanding the Importance of Human Resource Management
  - L. Understanding How to Balance Quality and Productivity
5. **Outcomes:** Upon successful completion of this course, the students should be able to:
  - A. Critically Analyze Common, Day-to-Day Problems Supervisors Face on their Jobs.
  - B. Increase Decision-Making/Problem-Solving Skills through Real-World Game Simulations.
  - C. Apply Supervision Concepts to On-the-Job Problems
  - D. Master the 14 Competencies of an Effective Supervisor
  - E. Develop, Enrich, and Improve their Personal Supervisory Style
6. **Methods of Evaluation of Student Learning:**
  - A. Class Participation
  - B. Weekly Quizzes
  - C. Game Simulation
  - D. Supervisor's Journal
  - E. Case Studies
  - F. Exams
7. **Special Information:** None