Instructor Information
Instructor: Dr. Feng-Chang Roger Chang (fcrchang@siu.edu)
Class Meeting Time: 11:00am-11:50am, MWF
Course Location: ASA118
Office Hours: 1:30pm-4:30pm, TR or by appointment, EGRD129
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Teaching Assistant: Vidyasagar Venkat (vvenkat@siu.edu)
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Course Objective
The objective of this course is to introduce the basic principles and techniques of supervision. Major topics covered include supervision in a diverse workplace, making sound and creative decisions, improving communication skills, motivating today’s employees, managing change and innovation, ethical and organizational policies, supervisory planning, time management, organizing and delegating, understanding work groups, understanding equal employment opportunity, developing leadership skills, handling conflict and stress, appraising and rewarding performance, supervisory control and quality, improving productivity, providing a safe and healthy workplace, and other modern supervision techniques and issues.

Course Materials

Graded Items
- Assignment 10%
- Case studies 10%
- Presentation 10%
- Lab assignments 10%
- Exam 1 (Chapters 1-6) 15%
- Exam 2 (Chapters 7-10, 12, 14) 15%
- Final Exam (Chapters 15, 16, 18, 19, 20; 12:50pm-2:50pm, 5/6/2014 Tuesday) 20%
- Attendances and participation 10%

Grading Scale
A: 90-100%
B: 80-89%
C: 70-79%
D: 60-69%
F: <60%
Lessons (Topics)

1. Lesson 1: Supervision in a diverse workplace
2. Lesson 2: Making sound and creative decisions
3. Lesson 3: Improving communication skills
4. Lesson 4: Motivating today’s employees
5. Lesson 5: Managing change and innovation
6. Lesson 6: Ethics and organizational policies
7. Lesson 7: Supervisory planning
8. Lesson 8: Managing your time
9. Lesson 9: Organizing and delegating
10. Lesson 10: Understanding work groups
11. Lesson 11: Understanding equal employment opportunity
12. Lesson 12: Developing leadership skills
13. Lesson 13: Handling conflict and stress
14. Lesson 14: Appraising and rewarding performance
15. Lesson 15: Supervisory control and quality
16. Lesson 16: Improving productivity
17. Lesson 17: Providing a safe and healthy workplace

Student Learning Objectives

At the end of the course, the student should be able to:

- Define supervision
- Describe who are supervisors
- Describe types of skills necessary for supervisors
- Describe functions of supervisors
- Describe glass ceiling concept
- Describe changes and diversity in work environment
- Describe decision making vs. problem solving
- Describe programmed vs. nonprogrammed decisions
- Describe steps in the decision making process
- Describe group decision making
- Describe advantages and disadvantages of decision making
- Describe practical traps to avoid in decision making
- Describe how to make creative decisions
- Describe communication as a supervisory skill
- Describe interpersonal communication
- Describe learning to communicate
- Describe written and oral communication
- Describe choosing the best method for communication
- Describe communicating within the organization
- Define motivation
- Describe basic approaches to motivation
- Describe how a supervisor can motivate
- Describe change and the supervisor
• Describe reactions to change
• Describe resistance to change
• Describe how to reduce resistance to change
• Describe how to minimize time to overcome change
• Describe strategies for overcoming resistance to change
• Describe how to manage innovation
• Describe ethics in workplace
• Describe codes of ethics
• Describe areas requiring ethical conduct
• Describe corporate culture and ethics
• Describe social responsibility and ethics
• Describe how to deal with dishonesty of employees
• Describe organization politics
• Describe how to socialize with other members
• Describe how the organization plans
• Describe supervisors role in planning
• Describe objectives and planning
• Describe contingency plans
• Describe policies, procedures and rules
• Describe supervisory planning activities
• Describe MBO
• Describe typical time wasters
• Describe how to understand job
• Describe how to analyze your time
• Describe how to plan your time
• Describe how to optimize your work routine
• Describe good work habits
• Describe how to manage time through alternative work, schedules
• Describe organization structure
• Describe principles of supervision based on authority
• Describe delegating authority and responsibility
• Describe informal and formal work groups
• Describe group norms
• Describe group behavior
• Describe importance of teams
• Describe groups and leaders
• Describe supervision and informal work groups
• Describe protected groups
• Describe effects of discrimination
• Describe antidiscrimination laws that affect organizations
• Describe enforcement agencies
• Describe laws and the supervisor
• Describe equal employment
- Describe opportunity and affirmative action
- Describe how to prevent sexual harassment
- Describe areas of employment discrimination
- Define leadership
- Describe formal and informal leaders
- Describe styles of leadership
- Describe leadership characteristics
- Describe leader attitudes and expectations
- Describe leadership and morale
- Define conflict
- Describe positive and negative aspects of conflict
- Describe types of conflict
- Describe how to manage conflict
- Describe conflict and diversity
- Describe how to manage stress
- Define performance
- Describe job description and specifications
- Define performance appraisal
- Describe performance appraisal methods
- Describe frequency of performance appraisals
- Describe supervisor biases
- Describe how to overcome biases
- Describe how to conduct performance appraisal interviews
- Describe how to handle poor performance
- Describe performance appraisal and the law
- Describe how to reward performance
- Describe steps in controlling a process
- Describe tools for supervisory control
- Describe quality and the supervisor
- Define methods improvement
- Describe benefits of methods improvement
- Describe Kaizen philosophy
- Describe supervisors’ role in cost reduction and control
- Describe how to establish a proper environment
- Describe cost reduction strategies
- Describe cost areas that cause problems
- Describe inventory control
- Describe supervisors’ responsibility for safety
- Describe cost and causes of accidents
- Describe how to measure safety
- Describe violence at the workplace
- Describe OSHA
Late Work Policy
No late homework will be accepted and missed exams have a 20% penalty unless an appropriate, prior excuse is given to the instructor. The missed exam must be completed on the make-up date set by the instructor.