



Department of Engineering Technology

COURSE SYLLABUS SPRING 2018

ETEC 4384 Supervisory Personnel Practices

Instructor: Terry Waugh PhD
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Class: Monday & Wednesday 1:00 – 2:20
Room Pirkle 210-C

Office Hours: Mon - Wed 11:00-1:00 or by appointment, (appointments encouraged)

Required Text: Supervisory Management, 11th ed., Greer & Plunkett
Supplemental Reading: Type Talk at Work, Kroger, Otto.

COURSE OBJECTIVES

1. Identify and define the role of supervision for the 21st Century
2. Identify the essential strategies to move from worker to supervisory leader
3. Compare and contrast the role of supervisor as manager vs. supervisor as leader
4. Develop skill for planning work for and with employees
5. Develop problem-solving and decision-making skills consistent with an empowered work force, using examples from the workplace.
6. Practice performance appraisal through role play and case studies.
7. Examine hiring practices and strategies
8. Study the theories and practices that are essential to produce a productive work climate
9. Develop the reasoning behind the necessity to delegate
10. Simulate through role play and case studies how to deal with conflict, politics and problem employees
11. Design strategies that permit change to occur in supervisory groups
12. Examine the role of the supervisor in labor relations

My Contract With You

...To provide a comfortable learning environment where you can feel free to ask questions; to be prepared for each class and conduct in such a manner that will stimulate your curiosity for learning.

Expectations of Students

...That you come to class with an open mind to diverse ideas; that you have read assigned reading and completed activities; **that as a result of your reading and experiences you will bring at least one question to each class. All papers to me are in Arial font #12, your name and pg. # right hand top of page, paper organized using level two headings APA style. Cell phone turned off. If you must use your phone step out of class.**

Assignments

Consider this list flexible and subject to change.

1. All students: complete before due dates assigned readings and cases. Prepare your contributions for class discussions.
2. Undergraduate students: interview/observe a practicing supervisor. Summarize your information from the interview and the application of supervisory theories in a <20 page paper and present to the class the highlights of your experience. Written reports due date to be announced. Oral reports to the class (15-20 min) due date TBA.
3. Graduate students: become an expert on one of the major class topics. Select a topic from the following major class topics: ***Motivation, hiring, Evaluation, Discipline, Complaints, Security, and Diversity.***
4. All students: Identify a situation or time in which you had a leadership failure. Be prepared to detail the failure and the situation in which the failure occurred. You may be called upon for this information anytime after Sept16th. The class will make an attempt to assist you in thinking through the failure to a possible solution.

Grade Determination

1. Class participation (100-250) points
(Nature/depth of questions, evidence of preparation, comments and response to class activity, physical presence in class, quality of discussion. Please remember if you miss a class you miss out on all the discussion.
2. Graduate: class topic research and presentation..... (100-450) points
3. Undergrad: supervisor interview, written and oral reports..... (100-200) points
4. Written answers to Greer case studies..... (100-200) points
5. Final.....(200) points

Total of 1000 points

A = > 939

B = 840 – 939

C = 740 – 839

Academic Honesty

The foundation of intellectual inquiry and academic pursuit is academic honesty. If you use the ideas of someone else or directly quote any part of a text, it needs to be cited. All students in this class will be held and are expected to hold each other to standards set forth by Sam Houston State University. Please use and quote freely, just remember to give citation in APA style.

Course Outline

	Topic:	Assignment:
Week One	The Role of the Supervisor	Greer, Ch. 1 case 1.1
Week Two	Supervising Teams	Greer, Ch. 9, cases 9.1, 9.2
Week Three	Individuals you Supervise	Myers Briggs
Week Four	Building Relationships, Managing Conflict	Greer, Ch. 5, Cases 5.1, 5.2
Week Five	Supervisory Functions	Greer, Ch. 3, cases 3.1, 3.2
Week Six	Supervisory Concepts	Greer, Ch. 2, Case 2.1
Week Seven	Motivation	Greer, Ch. 6. Case 6.1
Week Eight	Hiring and Keeping the Best	Greer, Ch. 10, case 10.1
Week Nine	Training	Greer, Ch. 11, case 11.1
Week Ten	Employee Evaluation	Greer Ch. 13, cases 13.1, 13.2
Week Eleven	Discipline	Greer, Ch. 14, case 14.1
Week Twelve	Complaints, Grievances, Unions	Greer, Ch. 15, case 15.2
Week Thirteen	Security, Safety, Health	Greer, Ch. 16, case 16.1

STUDENTS WITH DISABILITIES POLICY:

It is the policy of Sam Houston State University that individuals otherwise qualified shall not be excluded, solely by reason of their disability, from participation in any academic program of the university. Further, they shall not be denied the benefits of these programs nor shall they be subjected to discrimination. Students with disabilities that might affect their academic performance should register with the Office of Services for Students with Disabilities located in the Lee Drain Annex (telephone 936-294-3512, TDD 936-294-3786, and e-mail disability@shsu.edu). They should then make arrangements with their individual instructors so that appropriate strategies can be considered and helpful procedures can be developed to ensure that participation and achievement opportunities are not impaired.

SHSU adheres to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations for students with disabilities. If you have a disability that may affect adversely your work in this class, then I encourage you to register with the SHSU Services for Students with Disabilities and to talk with me about how I can best help you. All disclosures of disabilities will be kept strictly confidential. NOTE: No accommodation can be made until you register with the Services for Students with Disabilities. For a complete listing of the university policy, see:

<http://www.shsu.edu/dept/academic-affairs/documents/aps/students/811006.pdf>