

BUS 0279 - THE NEW SUPERVISOR

Catalog Description

Hours: 27 lecture

Description: Opportunities and challenges of becoming a new supervisor; contemporary roles of the supervisor; skills, functions, and activities of managing others; direction and guidance, ensuring compliance and quality, onboarding and training, monitoring performance, evaluating employees, and human relations. (CSU)

Course Student Learning Outcomes

- CSLO #1: Explain the functions and roles of supervision.
- CSLO #2: Implement best practices in supervision, including setting clear expectations, providing feedback, monitoring performance, fostering a culture of accountability and continuous improvement.
- CSLO #3: Build communication skills as an organizational leader.

Effective Term

Fall 2025

Course Type

Credit - Degree-applicable

Contact Hours

27

Outside of Class Hours

54

Total Student Learning Hours

81

Course Objectives

1. Define the Role of a Supervisor: Understand the responsibilities, expectations, and ethical considerations associated with supervisory roles within organizational contexts.
2. Develop Effective Communication Skills: Enhance communication skills to effectively convey expectations, provide feedback, and resolve conflicts in a clear, respectful, and constructive manner.
3. Apply Leadership Principles: Apply various leadership theories and principles to motivate, inspire, and empower individuals and teams toward achieving organizational goals.
4. Implement Performance Management Techniques: Develop skills in performance management, including setting SMART goals, conducting performance evaluations, and providing coaching and development opportunities.
5. Promote Teamwork and Collaboration: Foster a culture of teamwork, collaboration, and inclusivity by cultivating strong interpersonal

relationships, promoting open communication, and valuing diverse perspectives.

6. Ensure Compliance and Legal Understanding: Understand and adhere to legal and regulatory requirements relevant to supervision, including employment laws, safety regulations, and ethical standards.
7. Enhance Decision-Making and Problem-Solving Skills: Develop critical thinking skills to analyze situations, make informed decisions, and solve problems effectively, considering various perspectives and potential impacts.
8. Demonstrate Professionalism and Ethical Conduct: Uphold professional standards of conduct and ethical principles in all aspects of supervision, demonstrating integrity, fairness, respect, and care for others.
9. Develop and implement a New Supervisor's plan to identify and address current workplace challenges.
10. Develop and implement a New Supervisor's professional development plan to identify and address areas for personal growth.

General Education Information

- Approved College Associate Degree GE Applicability
- CSU GE Applicability (Recommended-requires CSU approval)
- Cal-GETC Applicability (Recommended - Requires External Approval)
- IGETC Applicability (Recommended-requires CSU/UC approval)

Articulation Information

- CSU Transferable

Methods of Evaluation

- Projects
 - Example: Students New Supervisor plans will be evaluated based on their ability to 1) identify a workplace supervisory challenge and 2) sufficiently prescribe an intervention based on course learning material that will resolve or address the problem. (Obj. 9)
- Skill Demonstrations
 - Example: Role play activity where participants communicate expectations about following a workplace process. Students are evaluated using a rubric that distinguishes between effective and ineffective communication. 70% or higher score means students clearly and objectively communicated expectations. (Obj. 2)

Repeatable

No

Methods of Instruction

- Lecture/Discussion
- Distance Learning

Lecture:

1. During a lecture/discussion, faculty presents a case study depicting a common ethical dilemma encountered in supervision. Students are divided into different groups to analyze and discuss. Groups will be responsible for proposing potential solutions or courses of action. The instructor moderates the discussion and encourages critical thinking.

Distance Learning

1. Using Harmonize video/audio recordings, students practice delivering constructive feedback specific to an area for improvement. Peers reply in the discussion to critique the delivery. The instructor moderates the discussion activity and offers suggestions and tips for improvement.

Typical Out of Class Assignments

Reading Assignments

Students will read the required textbook sections (e.g., Performance reviews) and prepare a reflection response that highlights 1) something new they learned, 2) something that reinforced what they already knew, or 3) something that resulted in a question that now needs to be answered.

Writing, Problem Solving or Performance

Students will identify an employee and write SMART goals to improve performance.

Other (Term projects, research papers, portfolios, etc.)

New Supervisor's Plan (Summative assessment) a. Goal setting b. Conflict resolution and discipline c. Time management d. Communication and performance reviews e. Motivation f. Ethical leadership g. Building trust

Required Materials

- The Carefull Supervisor
 - Author: Kevin Burns
 - Publisher: Friesen Press
 - Publication Date: 2023
 - Text Edition:
 - Classic Textbook?: No
 - OER Link:
 - OER:

Other materials and-or supplies required of students that contribute to the cost of the course.