

SAULT COLLEGE
of Applied Arts and Technology
Sault Ste. Marie

COURSE OUTLINE

FOREMANSHIP & ADMINISTRATION

BUS 214-2

revised June, 1978 by T. White

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Topic No.	Periods	Topic Description	Reference
1	2	<u>Human Relations</u> -background -history	
2	2	<u>Needs</u> -McGregor's Theory -Maslow's Hierarchy	
3	6	<u>Types of Workers</u> -craft -assembly line and machine tending -automated -white collar -professional -manager	
4	4	<u>Work Groups</u> -informal groups -leaders -status	
5	4	<u>Unions</u> -labour relations -cases involving unions -grievance procedures	
6	2	<u>Motivation</u> -motivating workers -modern techniques	
7	2	<u>Leadership</u> -foremanship skills -effective supervision	
8	2	<u>Authority</u> -when and how to use authority - discipline	
9	2	<u>Delegation</u> -when and how to use delegation	
10	4	<u>Communications</u> -Balance principle -improving communications -skills	
11	2	<u>Introducing Change</u> -how to make effective changes -ways of overcoming resistance to change	

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EDUCATIONAL GOAL:

To increase our understanding of people in a work place and to acquire supervisory skills.

OBJECTIVES:

1. The student will be able to list the basic effects of the industrial revolution on the work force.
2. The student will be able to explain the needs which are satisfied by work.
3. How important is job satisfaction? The student will be able to give arguments for both sides.
4. Given a specific work situation, the student will be able to demonstrate mastery of problem-solving techniques and the basic principles of supervision by being able to identify appropriate behaviour for the supervisor involved.
5. Students will be able to explain the differences in management by objectives and management by control.
6. The student will learn the 5 principle methods of motivating people to work.
7. The student will explain the reasons for work groups and informal organization.
8. Union and Labour Relations - The student will understand and give solutions on problems involving unions.
9. The student will learn why communications break down and be able to list ways of improving communication between worker and supervisor.
10. The student will learn and be able to make use of supervisory skills in building a work team, delegation, the exercise of authority, interviewing and discipline.