

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: TECHNICAL SUPERVISION

CODE NO: ETM101-5

SEMESTER:

PROGRAM: ENGINEERING TECHNOLOGY MANAGEMENT

AUTHOR: A. GOODERHAM

DATE: FEBRUARY 1994

PREVIOUS OUTLINE DATED:

NEW

APPROVED:

L. P. Chouh
Dean, School of Engineering Tech.

94-03-03
Date

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CODE NO.: ETM101-5

TOTAL CREDIT HOURS: 5

PREREQUISITE(S): Engineering Technology Diploma

I. PHILOSOPHY/GOALS:

An introduction to the duties and responsibilities of a supervisor. The student will learn techniques that he/she can use in the workplace when dealing with peers, subordinates, senior management and customers. Personal skills will be developed through emphasis on the needs of the individual, communication, problem solving, decision making and planning. He/she will be introduced to the fundamentals of discipline, leadership, and effective empowerment of a diverse workforce.

II. STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course the student will:

1. Have a fundamental knowledge of the duties and responsibilities of a supervisor.
2. Be able to conduct daily operations under his/her control with greater business-related structure.
3. Be able to understand the needs of the employee and communicate with individuals more effectively.
4. Have a fundamental knowledge of leadership, the problem-solving process, and disciplinary approaches.
5. Understand the merits of team building and holding effective meetings, and their impacts on the organization.

III. TOPICS TO BE COVERED:

1. Definition of supervision.
2. Supervision past and present
3. Theoretical and practical skills
 - motivation
 - leadership
 - problem solving
 - planning
4. Teambuilding
 - orientation and training
 - communication
 - meetings
 - performance appraisals
5. The employee and the organization
 - controls
 - discipline
 - quality
 - efficiency
 - safety
 - diversity

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IV. LEARNING ACTIVITIES

REQUIRED RESOURCES

- | | |
|--|--|
| <p>1. Supervision</p> <ul style="list-style-type: none">- Challenges- Qualities for success- Definition- The role transition | <p>Supervision Techniques and New Dimensions,
2nd Edition, Travers.</p> <p>Chapter 1</p> |
| <p>2. Past and Present</p> <ul style="list-style-type: none">- Historically- Present-day environment- Trends | <p>Chapter 2</p> |
| <p>3. Motivation</p> <ul style="list-style-type: none">- Understanding people- Understanding motivation- Money as a motivator | <p>Chapter 3</p> |
| <p>4. Leadership</p> <ul style="list-style-type: none">- Definition- Leadership differs from management- Leadership theories- Skills development- Functions- The pygmalion effect | <p>Chapter 4</p> |
| <p>5. Problem Solving</p> <ul style="list-style-type: none">- Considerations- Method and example- Environment- Role of the worker and work group- Problem Areas in Problem Solving and Decisions | <p>Chapter 5</p> |
| <p>6. Planning</p> <ul style="list-style-type: none">- Definition, importance, benefits- Process steps and applications- Characteristics- Reasons for failure and solutions- Time management | <p>Chapter 6</p> |

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LEARNING ACTIVITIES

7. Orientation and Training
 - Importance, responsibilities and benefits of O. and T.
 - O. and T. as an ongoing process
 - Training methods
 - A recommended approach
8. Communications
 - Definition and benefits
 - Communicating effectively
 - Developing skills
 - Overcoming barriers
 - You and your manager
 - Institutionalize Communications
 - You and your subordinates
 - Helping others to communicate with you
9. Group Meetings and Conference Leadership
 - Advisable when...
 - Why meetings fail
 - Characteristics of a good meeting
 - Responsibilities of the conference leader
 - Some useful techniques
 - Responsibilities of the participants
 - Benefits
 - Some problems
 - Improvement
10. Performance Appraisals
 - Evaluating employee performance
 - Types of systems
 - Problems
 - P.A. Conference
11. Controlling
 - Purpose
 - Application
 - Types
 - Characteristics of effective controls
 - Recommended control procedure
 - Management by exception

REQUIRED RESOURCES

Chapter 9

Chapter 11

Chapter 12

Chapter 10

Chapters 13 and 14

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LEARNING ACTIVITIES

REQUIRED RESOURCES

12. Maintaining Discipline
 - Definition
 - The Management Weak Spot
 - Rights and restrictions
 - The current climate
 - Recommended approach
 - Taking action
13. Improving Efficiency and Quality
 - Disappointing past performance
 - Working more efficiently
 - Quality considerations
 - Total Quality Management def'n
14. Providing a Safe Workplace
 - Scope of the problem
 - Legal aspects
 - Management role
 - Supervisor role
 - Employee's obligations
 - Improving safety
 - Special circumstances
 - Stress and wellness
 - WHMIS program
15. Supervising a Diverse Work Force
 - Growing concern
 - Impacts and problems
 - Dealing with diversity
 - American values, principles and diversity in the global economy
 - Communication recommendations and strategies for diverse groups
 - Recommended approach to diversity

Chapters 15 and 16

Chapter 17

V. EVALUATION METHODS: (INCLUDES ASSIGNMENTS, ATTENDANCE REQUIREMENTS ETC.)

Grading System:

A+ = 90 - 100%

A = 80 - 89%

B = 70 - 79%

C = 55 - 69%

R = Repeat

Tests	60%
Quizzes	10%
Paper	30%
Total	100%

Notes:

If a student misses a test He/She must have a valid reason (i.e. medical or family emergency). In addition the school must be notified before the scheduled test sitting. The student should contact the instructor involved. If the instructor cannot be reached a message must be left on the instructor's voice mail, or with the Dean's office (or Con. Ed. office), or the college switchboard. If this procedure is not followed the student will receive a mark of zero on the test with no rewrite option.

Late papers are not acceptable. Ample time and instruction on the format and timing will be given, as well as suggested reference materials and locations.

Students will be given advance notice of test dates (1 week minimum) but quizzes worth a maximum of 5% may be given without notice. There will be no rewrites for students missing quizzes without prior notice and valid reasons as outlined above.

VI. REQUIRED STUDENT RESOURCES

Textbook: Supervision, Techniques, and New Dimensions, 2nd Ed., by Alfred W. Travers, Regents/Prentice Hall

Periodical Section (Magazines, Articles)

improvements, learning objectives,
accommodations confidentially with the instructor.

Your instructor reserves the right to modify the course as he/she deems necessary to meet the needs of the students.