

Modern Supervision

Course Description

This course is especially designed to teach you the essential knowledge of supervision and the key role that the supervisor plays in today's organizations. In most organizations it is recognized that the supervisory job is demanding and exacting. Success or failure of the entire organization is often conditioned by the competency at the supervisory level. This course attempts to present and discuss those things that are essential to being a successful supervisor. It is designed to meet the special needs of a person aspiring to a supervisory job, and the practicing supervisor. The course is applicable to all types of supervisory jobs whether in manufacturing, service, or not-for-profit organizations. For the potential supervisor the course affords a concise but complete presentation and acquaintance with the many problems that will be confronted. For the experienced supervisor, the material provides an overall review, a broadening of supervisory horizons, and a kindling of new and fresh thinking in the supervisory area.

Completion Deadline & Exam: This course, including the examination, must be completed within one year of the date of purchase. In addition, unless otherwise indicated, no correct or incorrect feedback for any exam question will be provided.

Course Level: Overview. This program is appropriate for professionals at all organizational levels.

CPE Credits: 10 (CPA)

Category: Personnel/Human Resources

Prerequisite: None

Advanced Preparation: None

Course Learning Objectives

Chapter 1: Supervisor's Role and Sound Decisions

After studying this chapter you will be able to:

1. Identify the titles, roles and skill sets of supervisors.
2. Recognize different decision-making processes and the beneficial aspects of each.

Chapter 2: Objectives, Supervisory Planning and Control

After studying this chapter you will be able to:

1. Recognize examples of how to improve work objectives and understand the concept of management by objectives (MBO).
2. Recognize the planning process and the supervisor's role in planning.

Chapter 3: Organizing, Delegating, and Communicating

After studying this chapter you will be able to:

1. Identify the rationale behind organizational structure and recognize how roles and individuals interact within the structure.
2. Recognize ways to improve communication within the organization.

Chapter 4: Motivation and Employee Development

After studying this chapter you will be able to:

1. Recognize different motivation theories and strategies.
2. Identify examples of training experiences.

Chapter 5: Building Team Effort, Counseling and Appraising

After studying this chapter you will be able to:

1. Recognize the steps necessary to improve team productivity.
2. Identify ways to help counsel employees and recognize the value and attributes of performance appraisals.

Chapter 6: Handling Absenteeism, Tardiness and Conflict

After studying this chapter you will be able to:

1. Identify the root cause of absenteeism and tardiness problems.
2. Recognize the effects of conflicts within an organization.

Chapter 7: Discrimination and Supervising Problem Employees

After studying this chapter you will be able to:

1. Identify the regulations and the enforcement policies governing diverse groups.
2. Recognize different methods for confronting problem employees.

Chapter 8: Labor Contracts and Discipline Issues

After studying this chapter you will be able to:

1. Identify the elements within a labor contract and recognize how to minimize labor grievances.

2. Recognize the reasons for disciplinary action and the disciplinary steps a supervisor can take.

Chapter 9: Reducing Costs and Supervising Safety

After studying this chapter you will be able to:

1. Identify typical cost categories and cost reduction strategies.
2. Identify unsafe conditions in the physical environment and ways to help prevent accidents.

Chapter 10: Ethics and Organizational Politics

After studying this chapter you will be able to:

1. Identify different ethical standards and elements of organization politics.

Chapter 11: Managing Supervisory Time and Self-Development Programs

After studying this chapter you will be able to:

1. Identify ways to establish good work habits and improve time usage.
2. Identify self-development programs for career advancement.