

COURSE SYLLABUS  
MSD 101, Principles of Management/Supervision  
Joan Hartley, Instructor  
Portland Community College [www.managementtraining.pcc.edu](http://www.managementtraining.pcc.edu)

If you have a disability and need an accommodation, please make arrangements to meet with me outside of class. PCC students requesting accommodations must provide documentation of disability and work with The Office for Students with Disabilities (OSD) at 503-977-4241.

Students may attend this course only if registered. Students who are unable to attend must drop the course online or through the Registration Office. To have tuition charges removed, the course must be dropped by the student before the drop deadline posted on My PCC and in the class schedule. Students who never attend, or stop attending, without dropping may receive a W or a failing grade and will be required to pay for the course.

Assignment/exam calendars may be changed in response to institutional, weather, class problems.

**Meetings:** Four consecutive Saturdays, 8:00 a.m. to 4:50 p.m.

**Instructor Contact:** phone: 503-526-0526 e-mail: [joan.hartley@pcc.edu](mailto:joan.hartley@pcc.edu)

**Text:** Supervision, Concepts and Skill-Building, Sixth Edition by Samuel C. Certo

**Course Description:**

Introduction to the roles and duties of supervision. Emphasis will be placed on the development of skills and practices that will:

- facilitate the development of individual employees and teams, with special emphasis on diversity, and
- enhance the ability of the employer to provide high quality goods and services.

The text will provide directions and resource materials for hands-on practice and classroom discussions.

**Course Objectives:**

1. Successfully apply principles of supervision to business processes
2. Develop goals, objectives, and plans that will grow a highly productive, high performing team

**Grading Criteria:**

- |  |                |
|--|----------------|
| 1. Quizzes due: <b>1/23, 1/31, 2/7</b>       | 25 points each |
| 2. Class project (may be done in teams):     |                |
| a. 10-minute oral presentation on <b>2/7</b> | 50 points      |
| b. Final paper: due <b>2/7</b>               | 50 points      |
| 3. Attendance/participation                  | 75 points      |

250 available points:

220-250 points = A	160-189 points = C
190-219 points = B	130-159 points = D

**MSD 101, Principles of Management/Supervision**  
**Instructor: Joan Hartley**

Reading Schedule:

For 2<sup>nd</sup> class: Ch 1 through 6

For 3<sup>rd</sup> class: Ch 7 through 12

For 4<sup>th</sup> class: Ch 13 through 17, plus Appendix B

Term Project:

Oral presentations and final paper are due at the 4<sup>th</sup> class meeting

- Read one book from the list below –or- suggest a book you would like to read that addresses one of the topics in the textbook –or- find a scholarly paper on the internet that addresses an issue of importance to a supervisor. ***If you suggest a different book or an Internet article, please submit the title (and URL for an Internet article) to me not later than the 2<sup>nd</sup> class meeting.*** All class members will be required to select the book they will read by the 2<sup>nd</sup> class meeting.
- If you are currently working as a supervisor, working alone or in a group of 2-3 students, apply at least one concept that you learn from your independent reading to a real-life supervisory situation.
  - Obtain feedback from the supervised employees on the effectiveness of the application.
- If you are not currently a working supervisor, choose at least one concept which you think would help a supervisor to improve effectiveness.
- Present a 10-minute report to the entire class on the concept you chose and if you were able to apply it at work, the results obtained from the application of the concept. (Groups will be allocated 5 minutes per member). Class discussion will follow each presentation. Be prepared to answer questions and defend your findings.
- Write a 1-3 page, typed, double-spaced paper describing the concept, (the application if possible), and the results obtained.

*Here are some suggested titles. Select one of these, **or a book of your choice.***

Managing in the Global Economy by Richard M. Steers (available online at [www.pcc.edu/library](http://www.pcc.edu/library))

Global Business Alliances Theory and Practices by Refik Culpun (available online at [www.pcc.edu/library](http://www.pcc.edu/library))

A Short Course in International Business Ethics by Charles Mitchell (available online at [www.pcc.edu/library](http://www.pcc.edu/library))

Global Business Citizenship by Donna Wood (available online at [www.pcc.edu/library](http://www.pcc.edu/library))

Best Boss, Worst Boss by James Miller

10 Steps to Empowerment: A Common Guide to Managing People by Diane Tracy

Coaching for Improved Work Performance by Ferdinand F. Fournies

Common Sense Supervision: A Handbook for Success as a Supervisor by Roger Fulton

Easy Employee Supervision by William H. Truesdell

Effective Supervision by Thomas O. Kirkpatrick

The 7 Habits of Highly Effective People by Stephen R. Covey

Principle-Centered Leadership by Stephen R. Covey

Don't Sweat the Small Stuff at Work by Richard Carlson

1001 Ways to Reward Employees by Bob Nelson (or any of the Bob Nelson books)

FISH! by Stephen C. Lundin, Ph.D., Harry Paul and John Christensen

Coping with Difficult People by Robert M. Bramson

Principle-Centered Leadership by Stephen Covey

Fish Sticks! by Stephen C. Lundin, Ph.D., John Christensen, and Harry Paul