Course Title: Industrial Supervision  
Course Number: Industrial Technology 402  
Class Location: Room 214, Anzalone Hall  
Course Credit: 3 Semester hours  
Prerequisite: Junior standing  
Meeting Time: 12:30-1:45, Tuesday/Thursday  

Course Description:  
A study of industrial organizations and supervisory systems. Examination of the responsibility, authority, duties, and qualifications of supervisors. The study of effective supervision techniques, such as: time/stress management, team building and making effective presentations.


Course Objectives:  
- Understand the dynamics and structure of industrial organizations  
- Be able to discuss the various roles of the supervisor in the management process.  
- Identify characteristics of an effective supervisor.  
- Understand your leadership style, supervisory strengths & weaknesses  
- Implement various methods of motivating workers  
- Describe ways of improving supervisor performance and effectiveness  
- Recognize legal constraints and guidelines involved in supervision  
- Define ethics and discuss the supervisor’s role in company ethics  
- Discuss the concept of human resources development  
- Describe methods of enhancing different types of communication  
- Explain ways to handle and reduce complaints and grievances.  
- Identify the most appropriate action for a supervisor given specific personnel issues.  
- Recognize factors negatively impacting productivity & develop strategies to offset their affect.  
- Describe the ways that current technology is impacting the field of industrial supervision.  
- Work individually, collectively & in teams to identify solutions to supervisory related problems.

Course Requirements:  
- Read assigned materials and be prepared for class.  
- Use variety of sources to research assigned topics  
- Dedicate the time necessary to complete assigned work by the due date.  
- Complete all work in a professional manner.  
- Submit all assignments on time.  
- All assignments must be typed (No handwritten assignments accepted).  
- Be prepared for unannounced quizzes.  
- Adequately study for tests and final exam.  
- Become involved in the class and participate in discussions.  
- Participate in learning activities
Special Provisions:
If you are a qualified student with a disability seeking accommodations under the Americans with Disabilities Act, you are required to self-identify with the Office of Disability Services, Room 203, Student Union. No accommodations will be granted without documentation from the office of Disability Services.

Attendance Policy:
This is an interactive class, much of the material presented will be drawn from a variety of current sources, therefore your presence for the entire class is essential. The classes are one hour and 15 minutes long and you are expected to be present the entire time. Attendance will be taken daily, and you will be marked absent if not in full attendance. **You are responsible for dropping this class, if you so desire -- you will not be automatically dropped for not attending class!** If you have more than three absences you will not be eligible for extra credit or bonus assignments.

“... all students are expected to attend regularly and punctually all classes in which they are enrolled. Failure to do so may jeopardize a student’s scholastic standing and may lead to suspension from the university... A student doesn’t withdraw from class by failing to attend” *(pg. 65 of the 2007-2008 catalog)*

Policy on Make-Up Work:
A student with an unexcused absence may not make up work missed. A grade of zero will be recorded for work missed during the absence. A student with an excused absence has one week after returning to class to make up work missed to earn the full credit.

Class Decorum:
Please do not walk in and out of the class during lectures. If you arrive late, enter by the rear door and be seated as discreetly as possible.

Free discussion, inquiry and expression is encouraged in this class. The experiences of all students can be beneficial if they can be intertwined within the course content. However, classroom behavior that interferes with either a) the instructor’s ability to conduct the class or b) the ability of students to benefit from the instruction is not acceptable. Examples may include: routinely entering class late or leaving early; use of beepers, cellular telephones or other electronic devices; repeatedly talking in class without being recognized; talking while others are speaking; or arguing in a way that is perceived as “crossing the civility line.” In the event of a situation where a student legitimately needs to carry a pager/cell phone to class, prior notice and approval of the instructor is required. The classroom is not a place for children, therefore do not bring them to class with you.

Academic Honesty:
Students should note that repercussions of academic dishonesty are discussed in the university catalogue. “Cheating on examinations, plagiarism, improper acknowledgment of sources in essays and the use of a single essay or paper in more than one course without permission are considered very serious offenses and shall be grounds for disciplinary action.”

Students agree, that by taking this course, all required papers may be subject to using electronic methods to detect plagiarism.
Evaluation & Assessment:
The final letter-grade you receive in this course is my verification or assessment of the degree of functional mastery you have achieved.

Your Job
Demonstrate (to me) that you have a functional mastery of the facts and concepts of this course by actively participating in class discussions and activities; asking and answering questions asked of you; being prepared for class; completing all assignments on time in a professional manner; studying for and doing well on all quizzes, tests and assignments.

My Job
Provide you opportunities to demonstrate your functional mastery of the facts and concepts contained in this course, and based on your performance, assess your level of mastery.

It is my responsibility to:
- Organize and present the material in ways that effectively communicate the facts and concepts,
- Answer your questions (in and out of class),
- Be available to clarify points of confusion and to challenge you, so you can stretch your limits of learning.

A - Demonstrated mastery of all the course concepts and information
B - Demonstrate mastery of most of the concepts and information
C - Demonstrated minimal mastery of concepts and key information
D - Demonstrated somewhat unacceptable level of mastery
F - Completely failed to demonstrate a grasp of the main course concepts and knowledge base

Departmental Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>93% - 100%</td>
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<tr>
<td>B</td>
<td>85% - 92.9%</td>
</tr>
<tr>
<td>C</td>
<td>76% - 84.9%</td>
</tr>
<tr>
<td>D</td>
<td>69% - 75.9%</td>
</tr>
<tr>
<td>F</td>
<td>Below 69%</td>
</tr>
</tbody>
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Important Dates:
August 20 . . . . . . . . First day of class
September 1 . . . . . . Labor Day Holiday
October 2-3 . . . . . . . Fall Break
October 24 . . . . . . . Last day to withdraw or resign
November 3-14 . . . . Advising for Priority Registration
November 17-21 . . . Priority Registration - Spring 2009
November 18-22 . . . NAIT Conference
November 26-28 . . . Thanksgiving Holiday
December 5 . . . . . . . Last Day of class
Course Outline

I. Course Overview
   A. Review Syllabus
      1. Goals
      2. Expectations
      3. Course Organization
   B. Characteristics of effective supervisors

II. Getting Into Supervision
   A. Should you be a Supervisor (1)
   B. Making the Transition (2)
   C. The New Management Star (3)

III. Communications
   A. Achieving Productivity Through People (4)
   B. Communication
      1. What is it?
      2. Types
      3. Best Method
      4. Effective Listening
      5. Communicating with Employees (10)
   C. Supervisor-Employee Relationship (5)
   D. Five Foundations (6)
   E. Effective Presentations

IV. Ethics
   A. Defined
   B. Ethical Behavior
   C. Supervisor’s Role
   D. Employer’s Role

V. Human Relations
   A. Creating a Productive Work Environment (7)
   B. Motivation
   C. Leadership
   D. Effective Work Teams (8)
   E. Problem Employees (11)
   F. Staffing (12)
   G. Delegating (13)
   H. Training
      1. Knowledge Power (14)
      2. Training Issues
   I. Performance Appraisals (15)

VI. Self Management
   A. Focusing (16)
   B. Planning
      1. Types
      2. Priorities (18)
      3. Goals (17)
      4. Action Plans
      5. Follow-Up
   C. Managing your
      1. Time (19)
      2. Stress
      3. Commitments
   D. Decision Making (20)

VII. Professional Development
   A. Common Traps
   B. Looking for opportunity
   C. Develop a Personal Plan

(Numbers in parenthesis refer to text chapters)