



# EFFECTIVE: JANUARY 2009 CURRICULUM GUIDELINES

A. Division: **Education** Effective Date: **January 2009**

B. Department / **Commerce & Business Admin.** Revision ☒ New Course ☐  
 Program Area: **Health Information Services**

If Revision, Section(s) **H**  
 Revised:  
 Date of Previous Revision: **September 2004**  
 Date of Current Revision: **August 2008**

C: **BUSN 1315** D: **Supervisory Management (HISP)** E: **3**

Subject & Course No.	Descriptive Title	Semester Credits
<b>F: Calendar Description:</b>  <b>This course will provide HISP students with key skills related to and knowledge of first-line (supervisory) management. Participants will experience the supervisory role as a special case of leadership--the only level of management that interfaces directly with non-management personnel. Communication, leadership and motivational skills will be given special emphasis. An experiential approach will be used to facilitate the learning of basic supervisory skills such as interviewing, appraisal, training and leadership.</b>		
<b>G: Allocation of Contact Hours to Type of Instruction / Learning Settings</b>  Primary Methods of Instructional Delivery and/or Learning Settings:  <b>Seminars</b>  Number of Contact Hours: (per week / semester for each descriptor)  <b>Seminar: 5 Hours</b> <b>Total: 5 Hours</b>  Number of Weeks per Semester:  <b>11 Weeks X 5 Hours per Week = 55 Hours</b>	<b>H: Course Prerequisites:</b>  <b>BC Principles of Math 11</b>	
	<b>I: Course Corequisites:</b>  <b>Nil</b>	
	<b>J: Course for which this Course is a Prerequisite</b>  <b>Nil</b>	
	<b>K: Maximum Class Size:</b>  <b>35</b>	
<b>L: PLEASE INDICATE:</b> <div style="display: flex; align-items: center;"> <input type="checkbox"/> Non-Credit  <input type="checkbox"/> College Credit Non-Transfer  <input type="checkbox"/> College Credit Transfer:         </div> <p style="text-align: center;">SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (<a href="http://www.bctransferguide.ca">www.bctransferguide.ca</a>)</p>		

**M:** Course Objectives / Learning Outcomes

At the end of the course, the successful student should be able to:

1. describe the unique problems of being a supervisor as well as the special skills, responsibilities, roles and attributes required of supervisors.
2. describe the essential functions of management as they relate to all levels of management and the emphasis and time allocated to these functions at the supervisory level in particular.
3. explain the basic principles and tools that are essential to the supervisory role for practical application in a hospital setting.
4. describe in a practical way the models and theory base associated with managing change, human motivation techniques, team building dynamics, group supervision and leadership/management style choices.
5. explain the importance of enhancing productivity through proper employee selection and induction, training, results appraisal and deficiency correction.
6. describe proper ways of dealing with employee complaints and productivity problems.
7. demonstrate key supervisory skills: training, appraising, interviewing and dealing with performance problems.

**N:** Course Content:

1. Nature and special role of first-line management. Supervisory responsibilities, roles, linkages and team advisors. Causes of supervisory success and failure.
2. Management concepts and functions. Time allocation. Tactical planning and implementation. MBO application. Time management. Authority power, delegation process, line and staff authority, strategic planning, budgeting.
3. Communications. Communication process. Oral and written. Barriers to effective communication. Rumours and the grapevine. Organization communications.
4. Managing change and stress. People attitudes about work. Management theories X, Y, and Z. Techniques for changing attitudes.
5. Human motivation. Content, process, and reinforcement theories and their application.
6. Building relationships with individuals. Goals of human relations training, maintaining relationships with subordinates, peers and the superiors. Interpersonal skills.
7. Supervising groups.
8. Leadership and management styles. Leadership models and continuum. Assertiveness. Assessing leadership.
9. Employee selection and orientation. Training. Appraisal process and methods. Positive and negative discipline. Conflict management.
10. Special concerns. Security, safety and health. Workplace Hazardous Materials Information System (WHMIS) legislation.
11. Unions. Contract administration. Handling grievances.

**O:** Methods of Instruction

Short lectures, strong emphasis on role-playing and structured experiences.

**P:** Textbooks and Materials to be Purchased by Students

Plunkett, W. Richard. Supervision: The Direction of People at Work, latest ed. Allyn & Bacon Publishers.

**Q:** Means of Assessment

Term test (2)	20%
Class participation	10%
Mid-term examination	20%
Project	20%
Final examination	<u>30%</u>
	<u>100%</u>

**R:** Prior Learning Assessment and Recognition: specify whether course is open for PLAR

No

Course Designer(s): **Lorne Mackenzie**

Education Council / Curriculum Committee Representative

Dean / Director: **Robert Buller**Registrar: **Trish Angus**

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