

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
MGT110S EFFECTIVE MANAGEMENT
3 CREDIT HOURS

COURSE DESCRIPTION

Overview of the basic functions of planning, organizing, staffing, directing, and controlling that supervisors, team leaders or facilitators perform in all organizations. Emphasis is on the way the first line of management shares these responsibilities through employee empowerment.

COURSE GOALS

The student will:

1. Define the role of the first line manager in the business and industry environment.
2. List the five managerial functions.
3. Demonstrate the skills to improve planning and time management.
4. Describe how the functional activities in an organizational structure interrelate.
5. Identify the key components of staffing and people development.
6. Describe how to develop a team.
7. Justify the need for controls and know their characteristics.
8. Interpret the role of the union in the team working environment.

CORE VALUES

The Core Values are a set of principles which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

TOPIC OUTLINE

1. Foundations of Supervision
 - a. The Supervisor's Job
 - b. Making Sound and Creative Decisions
 - c. Improving Your Communication Skills
 - d. Ethics and Organization Politics
 - e. Managing Your Time
2. Planning and Organizing Skills
 - a. Supervisory Planning, Organizing and Delegating
 - b. Understanding Work Groups
 - c. Productivity and Methods Improvement
3. Staffing Skills
 - a. Obtaining and Developing Employees
 - b. Appraising Employee Performance
 - c. Understanding Equal Employment Opportunity
 - d. Understanding Unions
4. Human Relations Skills
 - a. Motivating Today's Employee
 - b. Leading Employees
 - c. Handling Conflict
 - d. Coping with Change and Stress
 - e. Counseling Employees

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5. Controlling Skills
 - a. Supervisory Control and Quality
 - b. Improving Productivity through Cost Control
 - c. Safety and Accident Prevention
 - d. Discipline and Grievance Handling