

Soules College of Business
Department of Human Resource Development
Course Syllabus

HRD 4301.068 Supervision
Fall 2020 October 19th-December 12th

Instructor:

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Office: UC 2150
Office Hours: By appointment
Preferred contact: Email

Course Description

This course introduces the basic concepts of employee supervision. It emphasizes strategies that front line supervisors may use to ensure that their subordinates follow organizations' human resources policies and procedures. Emphasis is placed on both theory and current practice in business organizations.

Required Textbook

Certo, S. C. (2016). Supervision: Concepts and skill building (9th Ed). Boston: McGraw-Hill/Irwin. ISBN: 978-0-07-772061-2

Learning Objectives

Upon completion of this course, students should be able to:

1. Describe the role of supervisors in today's business organizations
2. Articulate the relationship between job requirements, human resource planning, recruitment, and selection
3. Explain the role of appraisal, training, and career development in improving employee performance
4. Critique and suggest solutions through case studies for effectively administering plans for employee compensations, benefit, safety, and healthy work environment
5. Explain major theories of motivation and leadership for supervising and managing employees
6. Specify the role of communication, employee rights, and discipline in creating a productive work environment
7. Demonstrate an understanding of the dynamics of labor relations, collective bargaining, and contract administration to effectively analyzing and suggesting solutions to case studies
8. Make effective recommendations to human resource issues unique to organizations involved in international business operations

Course Competencies

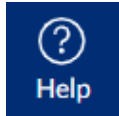
1. Computer-Based Skills – the student will complete the final project utilizing a presentation program that may include graphics, charts, graphs, spreadsheets, etc.
2. Communication Skills – the student will exhibit a mastery of written skills through the final project.
3. Problem Solving (Critical Thinking) – the student will use conceptual thinking, quantitative/statistical skills, data gathering and analyzing skills, and creativity and innovation in the identification and completion of the research project
4. Ethical Issues in Decision Making and Behavior – the student will understand and exhibit ethics through the data collection and presentation portions of this project.
5. Personal Accountability for Achievement – the student will complete the project at the time designated by the instructor

Student Expectations

Students are expected to prepare for each module by reading the assigned chapter material and completing quizzes and discussion board posts. Each student should expect to demonstrate understanding of terminology and course concepts by asking and answering questions during discussion board opportunities. Students will participate as a member of their assigned team to complete team assignments and the final PowerPoint presentation.

Students will utilize the Canvas Online Learning Management System to complete this course. Canvas contains relevant information for this course including the syllabus, quizzes, discussion boards, and individual student grades (secure for each student). The expectation is that each student will check this information multiple times a week. Additional necessary material may be made available through Canvas as the course progresses. More information about Canvas including tutorials and information about the Canvas app can be found at <https://www.uttler.edu/canvas/>.

This online course requires that each student has a reliable computer and internet connection. If technical problems arise with the use of Canvas, please contact Support by clicking on the Help icon inside of your Canvas account.



Course Requirements

This course focuses on both theoretical foundation and applications of human resource supervision and management. Students will be evaluated on the basis of the quantity, quality, and timeliness of the following efforts.

The total possible points for HRD 4301.068 are listed below:

Introduce Yourself- 50

Group Discussions and Online Participation – 80 (8 posts at 10 points each)

Planned Quizzes- 30 (3 exams for 10 points each)

Article Review – 50

Assessing Yourself: Are You an Effective Listener - 40

Identify Supervisor and Company for Final Project - 50

Final Project- 100

Total: 400 points

Grade Scale Breakdown

A= 90 – 100%

B= 80 – 89.9%

C= 70 – 79.9%

D= 60 – 69.9%

F= BELOW 60%

VERY IMPORTANT NOTES:

- **NO LATE WORK will be accepted unless you have a medical excuse from a doctor or are on official university business.**
- Please have someone check your assignments for grammar and content before they are submitted.
- Save any individual assignments with your name and assignment title. Example- "Rosemary Cooper Assignment Name". There is a penalty for not following this format.
- Make sure to cite your sources correctly using proper APA formatting. For more information regarding APA format, you can visit the UT Tyler Writing Center at <http://www.uttyler.edu/writingcenter/onlineresourcesforwriting.php>. You may also contact the Writing Center at 903.565.5995, by email at writingcenter@uttyler.edu or in person in CAS 202.
- Unichek will be used to review all assignments submitted in Canvas to confirm originality.
- **The course schedule is subject to change.**

Discussion Posts

- Students are responsible for completing the reading assignments in a timely manner. Most readings will be from your textbook as indicated on the schedule below. There will be lecture notes posted in Canvas to guide your reading and learning.
- Initial posts will be due on Wednesday night by 11:59 PM and are posted in the Tentative Schedule below. **Initial posts must be thorough with text examples and include 1 citation when applicable.** You may use the *Certo* text or any other resource that supports your discussion.
- Response posts will be due Sunday night by 11:59 PM to encourage student participation.
- Initial Posts must be at least 200 words. Response posts must be at least 100 words.
- Initial posts are worth 5 points and response posts are worth 5 points.
- **Late posts will not be accepted.**
- **Response posts that say "I agree", "Great point Jim", "Good job, you explained that well", and others that do not provide some substance, WILL NOT RECEIVE CREDIT.**

Introduce Yourself

- Students will be responsible for writing an autobiography. The purpose of this assignment is for me to get to know you since we do not meet face-to-face. This paper will be graded for grammar and sentence structure. **The paper needs to be longer than 1 page (no more than 2), double-spaced, Times New Roman 12 point font. Please include your name and course title at the top of your assignment. Do not use a large amount of space for your name and course title in order to take up space on the page. Full credit for the assignment length will not be given if the header is used as assignment content.**
- Share anything you would like with me: where you grew up, birthday (Month and day only), sports teams, siblings, what your family is like, previous schools, why you chose UT Tyler or your major, personal or work related/professional accomplishments, awards, professional and educational goals, hobbies, etc.

Article Review

- Read the article listed below:
 - *Managing Remote Workers During the COVID-19 Pandemic (Potratz, 2020)*
- The assignment requires you to summarize the article and review its content. You can use the article headings (in bold) in order to guide your summary. Discuss key topics covered by the article.

Question

Answer the question below based on reading the article and how COVID-19 may have impacted your, your family's or friends' work or volunteer obligations.

- In the future (post COVID-19), do you feel that employers will adopt remote work or telecommuting as part of the regular workplace structure?
- The review must be a minimum of 3 pages (with a maximum of 5 pages), double-spaced, Times New Roman 12 point font.
- Please include your name and course title at the top of your assignment. Do not use a large amount of space for your name and course title in order to take up space on the page. Full credit for the assignment length will not be given if the header is used as assignment content.

Identify Supervisor and Company for Final Project

- Provide the following information regarding the supervisor you plan to interview:
 - Name, title, contact information
 - Company name
 - Method of interview (phone, in-person, Skype)
 - Do you plan to record or transcribe (interview in written form) the interview?

Assessing Yourself: Are You an Effective Listener?

- Download and complete the **Effective Listener Assessment** at the link provided in the module.
- Add your total points for your final score.
- Answer Questions 1 and 2.
- Upload your completed assignment.

Quizzes

- The quizzes may contain True/False questions and multiple-choice questions.
- Quiz 1 will include content from chapters 1-4
- Quiz 2 will include content from chapters 5-8
- Quiz 3 will include content from chapters 9-12.

Final Project Requirements:

- Students will identify a supervisor to interview from an organization of their choice.
- Students **MUST** record the interview and submit it on the final project. Students may submit a MP3 audio file, or transcription may be done as an alternative. A transcript is a written account of the interview. Transcript examples can be found in Module 8 "Final Project".
- Students must create a PowerPoint to display their knowledge learned from the interview.
- Students are expected to work on this project throughout the semester.
- **Final PPT should include a minimum of 20 slides.**
- Include pictures and a citation for background information.
- The PPT should include topics such as:

1. Supervisor background information
2. Organization background information (history, industry, organizational structure)
3. Data collection method (interview, length of interview, where it took place, phone interview, survey, company documentation, second-hand data, etc.)
4. The function and responsibility the supervisor covers (how many people does he or she oversee and what do they do)
5. How does this supervisor deliver the following supervision functions: Planning, Organizing, Staffing, Leading, Controlling (Each function must be listed in the final PPT and an explanation given for each.)
6. What is the supervisor's role in the following: Managing diversity in the organization, quality improvement projects, training and development, performance appraisals, ethical related issues, labor unions
7. Three challenges the supervisor encountered in his/her previous or current management and supervision experience, and how did he/she address the challenges.
8. What have you learned from this supervisor?

Tips for Contacting an Organization

- Contacting an organization may appear to be difficult in the beginning when you are not sure what to say. Remember that this is a perfect opportunity for you to practice your interpersonal skills. Also, remember that you will have to market yourself to your future employers, and this is a perfect opportunity for you to practice that skill.
- As a starter, you may call an organization and use the following script: "Hello, this is "your name". I am a student at The University of Texas at Tyler in the Soules College of Business. I'm calling to see if I could do a class project with your company. We have been asked to interview a manager or supervisor and learn more about the management and supervision functions that support your business and make your business successful..."

HRD 4301.068 Supervision Tentative Schedule			
Date	Topic	Reading Assignment	Assignment Due Dates
10/19-10/25	Review Syllabus Chapter 1 Supervision: Tradition and Contemporary Trends Chapter 2 Ensuring High Quality and Productivity	Chapter 1 Chapter 1 Lecture Notes Chapter 2 Chapter 2 Lecture Notes	Introduce Yourself Due- 10/25 Discussion Post 1 Different Skills for Different Managers: Initial Post Due- 10/21 Response Post Due- 10/25
10/26-11/1	Chapter 3 Group, Teams, and Powerful Meetings Chapter 4 Corporate Social Responsibility, Ethics, and Sustainability	Chapter 3 Chapter 3 Lecture Notes Chapter 4 Chapter 4 Lecture Notes	Quiz 1 over chapters 1-4 Due- 11/1 Article Review Due – 11/1
11/2-11/8	Chapter 5 Managing Diversity Chapter 6 Reaching Goals: Plans and Controls Chapter 7 Organizing and Authority	Chapter 5 Chapter 5 Lecture Notes Chapter 6 Chapter 6 Lecture Notes Chapter 7 Chapter 7 Lecture Notes	Discussion Post 2 The Structure of the Organization Initial Post Due - 11/4 Response Post Due – 11/8
11/9-11/15	Chapter 8 The Supervisor as Leader Chapter 9 Problem Solving, Decision Making, and Creativity	Chapter 8 Chapter 8 Lecture Notes Chapter 9 Chapter 9 Lecture Notes	Quiz 2 over chapters 5-8 Due- 11/15 Identify Supervisor & Company for Final Project Due - 11/15
11/16-11/22	Chapter 10 Communication: Theory & Modern Media Chapter 11 Motivating Employees	Chapter 10 Chapter 10 Lecture Notes Chapter 11 Chapter 11 Lecture Notes	Discussion Post 3 <i>Barriers to Communication</i> : Initial Post Due- 11/18 Response Post Due- 11/22 Assessing Yourself: Are You An Effective Listener Due – 11/22
11/23-11/29	THANKSGIVING BREAK	None	None
11/30-12/6	Chapter 12 Problem Employees: Counseling and Discipline	Chapter 12 Chapter 12 Lecture Notes	Quiz 3 over chapters 9-12 Due – 12/6 Discussion Post 4 <i>Effective Ways of Administering Discipline</i> : Initial Post Due- 12/2 Response Post Due- 12/6
12/7-12/12	Work on Final Project	None	Final Project Due 12/9

COLLEGE and UNIVERSITY POLICIES

Soules College of Business Statement of Ethics:

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the Soules College of Business help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the Soules College of Business at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus.

SOULES COLLEGE OF BUSINESS CORE VALUES

- ❑ PROFESSIONAL PROFICIENCY
- ❑ TECHNOLOGICAL COMPETENCE
- ❑ GLOBAL AWARENESS
- ❑ SOCIAL RESPONSIBILITY
- ❑ ETHICAL COURAGE

Academic Dishonesty Statement

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one's own work of material that is not one's own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

University regulations require the instructor to report all suspected cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the students' official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor. See:

<http://www.uttyler.edu/catalog/12-14/>

<http://www.uttyler.edu/judicialaffairs/scholasticdishonesty.php>

PLEASE NOTE: Academic honesty is expected in all work submitted in the course. Plagiarism and dishonesty will not be tolerated and learners should be aware that all work is subject to full investigation by instructor including the examination of computer reports for suspicious patterns and the use of plagiarism detection software.

Career Success

Career Success Coach and Handshake

Are you in need of a brand new resume, a resume review, a mock or practice interview session or simply the opportunity to discuss career choices and aspirations? If so, please schedule an appointment with:

Amy Russo

Career Success Coach for the Soules College of Business

arusso@uttyler.edu

903.566.7027

COB 123.06

You will be asked to schedule your appointment via *Handshake*. *Handshake* is a powerful, modern recruiting platform that enables employers to search for and manage relationships with you. You are (5) times more likely to be hired by employers through *Handshake* than any other job board. This innovative platform provides you with advanced tools that are available on all devices, including a mobile app.

UNIVERSITY POLICIES

UT Tyler Honor Code

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www.uttyler.edu/wellness/rightsresponsibilities.php>

Campus Carry

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>

Tobacco-Free University

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors. Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling, quitlines, and group support. For more information on cessation programs please visit <http://www.uttyler.edu/tobacco-free>

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date (**October 23rd**) of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade

replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions of which students need to be aware. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a “W” grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date). Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability/Accessibility Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Texas at Tyler offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including a non-visible diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit <https://hood.accessiblelearning.com/UTTyler> and fill out the New Student application. The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with Cynthia Lowery, Assistant Director of Student Services/ADA Coordinator. For more information, including filling out an application for services, please visit the SAR webpage at <http://www.uttyler.edu/disabilityservices>, the SAR office located in the University Center, # 3150 or call 903.566.7079.

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

Student Standards of Academic Conduct

Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

(i) "Cheating" includes, but is not limited to:

- copying from another student's test paper;
- using, during a test, materials not authorized by the person giving the test;
- failure to comply with instructions given by the person administering the test;
- possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
- using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
- collaborating with or seeking aid from another student during a test or other assignment without authority;
- discussing the contents of an examination with another student who will take the examination;
- divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
- substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
- paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
- falsifying research data, laboratory reports, and/or other academic work offered for credit;
- taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
- misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.

(ii) "Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.

(iii) "Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.

(iv) All written work that is submitted will be subject to review by plagiarism software.

UT Tyler Resources for Students:

- UT Tyler Writing Center (903.565.5995), writingcenter@uttyler.edu, <http://www.uttyler.edu/writingcenter/>
- UT Tyler Tutoring Center (903.565.5964), tutoring@uttyler.edu, <https://www.uttyler.edu/tutoring/>
- The Mathematics Learning Center, RBN 4021, This is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- UT Tyler Counseling Center (903.566.7254) <https://www.uttyler.edu/counseling/>