



SMG 101: Effective Supervision

This class will provide participants with an overview of critical effective supervisory behaviors and strategies. Course content will include a review of the traditional “command and control” approach to managing people and the more current methodology: shared governance or participatory management. The intent is to enhance supervisory skills to improve supervisory effectiveness, improve employee engagement and retention, strengthen interpersonal workplace relationships, and improve organization climate and productivity. This course will also review the various roles, responsibilities, and challenges facing first-line supervisors in today’s changing workplace environment. This course is part of a 5 course Leadership Development Certificate program awarded by Tacoma Community Colleges (TCC).

Length: 55 Hours (5 College Credits)

Learning Objectives:

- Describe the elements of quality customer service and describe the best practices required to manage towards this outcome.
- Demonstrate effective verbal and written communication required for a supervisory or management role.
- Compare and contrast management theories and practices relating to supervision.
- Explain the roles, responsibilities, and challenges facing front-line supervisors
- Apply the principles of goal-setting and create job-specific goals
- Outline components of building a winning team and hiring the best people
- Develop a training/coaching/mentoring plan to maximize retention and employee satisfaction
- Describe techniques for recognizing and rewarding positive employee performance
- Demonstrate effective workplace supervisory and team-building techniques
- Develop effective methodologies for managing the processes of workplace change
- Develop strategies for dealing with workplace performance issues
- Demonstrate techniques to motivate employees
- Demonstrate ethical decision making and behavior in the workplace
- Describe legal liabilities and current human resources/Equal Employment Opportunity/Legal issues relevant to workplace supervisors

Course Textbook:

- *Effective Supervisory Practices: Better Results Through Teamwork (Fifth Edition, ICMA, 2013)*
- *Additional suggested supplemental websites, including AWWA, APPA and NWPPA, also HBR Articles.*