Class Meetings: Tues & Thurs, 8-9:15 am, Langdon 104        Prerequisite: Junior standing

Instructor: Bob Kruger

Office: OCNL 423 (next to the MMEM office)
Office Hours: Tues. 9:15-10:15 am and by appointment.

Email: trkruger@csuchico.edu
Mobile: 530-774-6473 (best number at which to reach me)        AVL Phone: 530-893-4915 x233
AVL Address: 2360 Park Avenue, Chico (at Park & Meyers Street)

Catalog Description: Supervisory and managerial procedures used in industry for supervisors, managers, field and sales representatives, and inspectors.

Course Objectives: This course prepares future supervisors for the day-to-day management of facilities, equipment, materials, work processes, and people. Upon completion of this course, you should be able to identify and apply the basic principles of:
- Communicating with people
- Dealing with people’s behavior
- Influencing people’s performance
- Managing a productive workforce
- Developing employees within an organization
- The roles and responsibilities of managers in industry
- Teamwork

Required Textbook:

Optional Book for Extra Credit Report:

Grading:
1 Midterm Exam 20%
1 Final Exam 40%
Quizzes (unannounced) 10%
Homework 10%
1 Paper 10%
Class Participation 10%
100%

January 22, 2016
<table>
<thead>
<tr>
<th>Week</th>
<th>Begins on:</th>
<th>TUESDAY</th>
<th>THURSDAY</th>
</tr>
</thead>
</table>
| 1    | Jan 24     | Introduction, syllabus, expectations Frontline Supervision | Ch.1 Leadership  
DUE: CH 1 Q 1,2,6,8,9 |
| 2    | Jan 31     | Ch.2 Facilitating Change  
DUE: CH 2 Q 1,3,7 | Ch.2 Facilitating Change |
| 3    | Feb 7      | Ch.3 Communication  
CH 3 Q 1,4,6,8,11 | Ch.3 Communication  
SGD - #1 |
| 4    | Feb 14     | Ch.4 Ethics  
DUE: CH 4 Q 1,2,3,8  
DUE: SGD Report #1 | Ch.4 Ethics  
DUE: Ethics Statement |
| 5    | Feb 21     | Ch.5 Motivation  
DUE: CH 5 Q 1,3,4,14,19 | Ch.5 Motivation  
SGD - #2 |
| 6    | Feb 28     | Ch.6 Decision Making & Problem Solving  
DUE: CH 6 Q 1,11,12,16  
DUE: SGD Report #2 | Ch.6 Decision Making & Problem Solving  
SGD - #3 |
| 7    | Mar 6      | Ch.7 Performance Appraisal  
DUE: CH 7 Q 1,3,5,9,12 | Ch.7 Performance Appraisal  
SGD - #4  
DUE: SGD Report #3 |
| N/A  | Mar 13     | Spring | Break |
| 8    | Mar 20     | Ch.8 Employee Complaints; mid-term review  
DUE: CH 8 Q 1,3,4,8 | Mid-Term  
DUE: Book Report  
DUE: SGD Report #4 |
| 9    | Mar 27     | Ch.9 Conflict Management  
DUE: CH 9 Q 1,3,4,7,8,9 | César Chávez Day. Campus closed. |
| 10   | Apr 3      | Ch.10 Legal Issues  
DUE: CH 10 Q 6,12,13 | Ch.10 Legal Issues  
SGD - #5 |
| 11   | Apr 10     | Ch.11 Training  
DUE: CH 11 Q 2,10 | Ch.11 Training  
DUE: SGD Report #5 |
| 12   | Apr 17     | Ch.12 Health and Safety  
DUE: CH 12 Q 1,9,11,14 | Ch.12 Health and Safety  
DUE: Organization Charts |
| 13   | Apr 24     | Ch.13 Staffing  
DUE: CH 13 Q 15,20 | Ch.13 Staffing  
SGD - #6 |
| 14   | May 1      | Ch.14 Total Quality  
DUE: CH 14 Q 1,3,6 | Ch.14 Total Quality  
SGD - #7  
DUE: SGD Report #6  
Team Reviews |
| 15   | May 8      | Ch.15 Team Building  
DUE: CH 15 Q 1,3,9 | Final Review  
DUE: SGD Report #7  
DUE: Paper |
| Finals Week | May 15 | Final Exam: Wed (5/13)*  
(LANG 104, 10-11:50am) | NO CLASS |

*Schedule set after census (2/19)
NOTES:

SCHEDULING & TIMELINESS

- All assignments are due by 7:59am on the date due. Late assignments are given a grade of 0. No exceptions will be allowed, except in cases of medical emergency or death in the immediate family. Medical emergency requires a note from the doctor or disability status granted by the University.
- Students should read the chapters before class on the day listed and be prepared to discuss them. Your participation in class is part of your grade.
- Homework is graded as credit/no credit. Students must give best effort to answer all questions assigned.
- Quizzes are unannounced. There will be three or more quizzes given during the semester.
- Exams will be given on scheduled dates in our regular lecture room.
- Schedule subject to change. This is my best estimate, but rest assured I will keep you informed.

FORMATTING & SUBMISSION

- Homework, Book Report and Paper are to be emailed to trkruger@csuchico.edu.
- Homework format will be short memo format included in the body of the email. Font and spacing are not important as long as it is professional and readable. Please do not write a short memo as an attachment to an email.
- Use formal format for Paper and Book Report. Format is 12 point font, Times New Roman titles, Arial body, single spaced, 1” margins (all four sides). The document will be submitted as a PDF or MS Word compatible (.doc or .docx) attachment. Failure to follow these requirements result in automatic points deductions.
- Use short memo format for Ethics Statement and Organization Chart, with the exception that these short memos are to be printed and brought to class for discussion, then handed in at the end of class. Failure to follow these requirements result in automatic points deductions.

CONTENT

- Paper should be 4-5 pages long. The assignment is to independently research and review an article that you find interesting and that addresses course content. Examples are Decision Making Models, Facilitating Change, Team Building, Etc.
- Students may use one page (front and back) of notes for reference during quizzes and exams. During the quiz or exam you may not use any other notes, books, phones or calculators. Make-up exams and quizzes are closed book.
- SGD – Small Group Discussion - You will be the member of a group assigned by the instructor. On SGD days you will be expected to participate in the group activity. Each group will turn in a report from each exercise. During SGD #7 you will evaluate each other based upon criteria that you develop in the class. This may include participation, attendance, values, etc.