

**SMFG 350 Syllabus**  
*Industrial Supervision*

Instructor

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Office Hours

OCNL 416 T: 2:00 PM to 3:50 PM R: 10:00 to 11:50 AM

Course

T and R: 8:00 to 9:15 AM in LANG 104 3.0 Units Course Credit

Course 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 at all levels of the organization.
- Managing difficult behavior in the workplace.
- Influencing people's performance.
- Managing a productive workforce.
- Developing employee skills within an organization.
- Understanding the roles and responsibilities of managers in industry.
- Understanding the importance of teamwork.
- Understanding certification in ethics and management.

Text/Requirements

Goetsch, D. L. (2002). *Effective supervision: A guide for supervisors, team leaders, and work coaches*. Upper Saddle River, NJ: Prentice-Hall. ISBN 0-13-031583-4

Additional (Optional): Carnegie, D. *How to win friends and influence people*. (1<sup>st</sup> ed. 1936, **any** edition OK)

Homework

Homework assignments will be posted to Blackboard and will be due on Tuesday by midnight, with exceptions for holidays. **Late homework will not be accepted!**

Quizzes

Quizzes usually will be on Thursday during the first 5 minutes of class on BlackBoard online format.

Exams

There will be a midterm and a comprehensive final exam. If extenuating circumstances prevent you from attending an exam, contact me as soon as possible for other arrangements to be made.

Exams may include certification for Ethics and Management. There is a cost for the management exam. Details will be explained in class.

**Final Exam: TBD**

Grading

Midterm Exam	20%
Final Exam	20%
Two Papers	20%
Quizzes	10%
Homework	10%
SMG Work	10%
Participation	10%

Format of Papers

The format of the papers will be provided in class and on BlackBoard. One individual paper on an article review and one group paper on a group project.

Small Group Discussions (SGD)

Small group discussion will occur throughout the semester and will have assignments in BlackBoard.

Academic Integrity

Academic integrity is taken seriously at the University, in this College, and Department, and by your professor. Violations will be referred to student judicial affairs and can result in penalties ranging from failure of the course to long term suspension from the university. See the *Academic Integrity* document for additional information. Read and understand the university policy (<http://www.csuchico.edu/sjd/integrity.shtml>). Examples of academic dishonesty include: a) copying the work/assignment of others, and b) allowing others to copy yours.

Americans with Disabilities Act

If you need course adaptations or accommodations because of a disability or chronic illness, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Please also contact Accessibility Resource Center (ARC) as they are the designated department responsible for approving and coordinating reasonable accommodations and services for students with disabilities. ARC will help you understand your rights and responsibilities under the Americans with Disabilities Act and provide you further assistance with requesting and arranging

accommodations. ARC is located at Student Services Center 170 and may be reached at 530-898-5959 or [arcdept@csuchico.edu](mailto:arcdept@csuchico.edu).

Accessibility Resource Center

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 Student Services Center 170  
[arcdept@csuchico.edu](mailto:arcdept@csuchico.edu)

Note that modifications to the syllabus may be made throughout the semester. Please check back to Blackboard for the most current version.

**CLASS SCHEDULE**

<b>Week</b>	<b>Date</b>	<b>Tuesday</b>	<b>Thursday</b>
1	22-Jan	Introduction, syllabus, expectations <b>Frontline Supervision</b>	<b>Ch. 1 Leadership</b>
2	29-Jan	<b>Ch. 2: Facilitating Change</b>	<b>Mission and Vision Statements</b>
3	5-Feb	<b>Ch. 4: Ethics</b>	<b>Ethics Certification Assignment</b>
4	12-Feb	<b>Ch. 3: Communication</b>	
5	19-Feb	<b>Ch. 5: Motivation</b>	
6	26-Feb	<b>CH.6: Decision making &amp; Problem Solving</b>	
7	5-Mar	<b>Ch.7: Performance Appraisal</b>	
8	12-Mar	<b>Ch.8: Employee Complaints; mid-term review</b>	<b>Mid-Term</b>
N/A	19-Mar	<b>SPRING</b>	<b>BREAK</b>
9	26-Mar	<b>Ch.9: Conflict Management</b>	
10	2-Apr	<b>Ch.10: Legal Issues</b>	
11	9-Apr	<b>Ch.11: Training</b>	
12	16-Apr	<b>Ch.12: Health and Safety</b>	
13	23-Apr	<b>Ch.13: Staffing</b>	
14	30-Apr	<b>Ch.14: Total Quality</b>	
15	7-May	<b>Ch.15: Team Building</b>	<b>Final Review</b>
16	<b>TBD</b>	<b>Final Exam</b>	<b>NO CLASS</b>