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Office Hours: Posted
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FRSC 2270
PRINCIPLES OF SUPERVISION
(2 Semester Hours)

- COURSE OBJECTIVE:** This course is designed to provide the student with some basic concepts of supervision and human relations: motivation, leadership, personal prejudices, conflict management, and diversity in the workplace.
- TEXT:** None. Supplemental handouts will be provided.
- ATTENDANCE:** Students whose number of unexcused absences from class / lab exceeds four (4) will receive an “F” for the course. Unexcused absences less than the maximum allowable will result in fractional participation deduction from the final grade. For example, one unexcused absence out of four (4) maximum results in 25% participation penalty. Students should advise the instructor of anticipated absences in advance when possible; informative messages may be left at (229) 391-4800. All excused absences must be accompanied by written documentation; final evaluation of excuse legitimacy resides with the instructor.
- TARDINESS:** A student entering class late will be considered absent for that day. Students may NOT make up pop quizzes or any in-class exercises.
- CHEATING:** Cheaters receive an automatic F for the course.
- GRADING SCALE:**
- | | | |
|--------------|---|---|
| 90 - 100% | = | A |
| 80 - 89% | = | B |
| 70 - 79% | = | C |
| 65 - 69% | = | D |
| Less than 65 | = | F |

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(Continued)

GRADE BASE:

Attendance, participation, attitude	5%
Resume/Cover Letter Project	25%
Midterm Exam	35%
Final Exam	35%

POLICIES:

Finals will NOT be given early or late.
Final exam scores and course grades will not be posted.
Chronic misbehavior in class may result in forfeiture of some or all
five (5) participation percentage points.

Among the more important learning outcomes are :

1. Ability to meet employer expectations by constructing a neat , concise , and professional resume'
2. Understanding and executing all phases of proper preparation prior to a scheduled interview
3. Ability to correctly interpret various non-verbal modes of communication including body language , tonality , and status symbols , as well as understanding their overall role in the communication process at work or in the home
4. Understanding the multiplicity of factors that impact perception including emotion , personal experience , stereotypes , Halo effect , and gender
5. Understanding how to bridge the knowledge gap that often exists between employers and workers , especially in regard to expectations of new-hires

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COURSE OUTLINE

I. HUMAN BEHAVIOR

- A. Why People Behave the Way They Do (Nature vs. Nurture)
- B. Why Human Behavior Differs
- C. Classes of Human Needs (from A. Maslow)
- D. Perception
 - 1. Illusions
 - 2. Expectations
 - 3. Stereotypes
 - 4. Halo Effect
 - 5. Improving Your Perceptions

II. COMMUNICATION

- A. Definition
- B. Types of Communication
 - 1. One-way versus Two-way
 - 2. Formal versus Informal
- C. NONVERBAL Communication
 - 1. Body Language
 - 2. Voice Tonality
 - 3. Status Symbols
 - 4. Space / Height concept
- D. Improving Listening Skills
- E. Communication in Groups
- F. Following Directions / Follow-up Evaluation

III. MOTIVATION

- A. Natural versus Acquired Motivations
- B. Positive Motivating Factors

IV. LEADERSHIP

- A. Traits of Leadership
- B. Functions of Leadership

V. INTERVIEWING SKILLS

- A. Preparation / Appearance
- B. Following Cues
- C. Some Don'ts of Interviewing
- D. Fielding Questions
- E. Conclusion

VI. MANAGEMENT

- A. Principles of Management
- B. Using , then climbing the Chain-of-Command
- C. 20 Employer “assumed” skills
- D. Conflict Resolution
- E. Management Case Studies

Updated 1/10

