Nashville State Community College  
Business & Applied Arts Division  
Business Program  

Master Course Syllabus  

This master course syllabus is meant simply as a guide and overview of the course. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.  

Course Title:  PRINCIPLES OF SUPERVISION - ENTR 2000  
Credits  3.0  
Class Hours  3.0  

Course Description:  
A study of the challenges, opportunities, responsibilities, and concerns of being a supervisor in an entrepreneurial start-up, franchise, or existing small business venture. This course addresses the daily operation of a business including: the recruitment, selection, and retention of qualified employees; addressing employee problems and growth through coaching, counseling, training, and development; disciplinary action procedures, practices, and methods; internal and external communications; planning, scheduling, and controlling work activities; performance evaluation; and safety and health requirements in the work environment.  
PREREQUISITES:  None.  

Instructor Information:  
Name:  
Email:  
Office Phone:  
Office Location:  
Office Hours:  

Textbook and Other Materials:  
Reference Materials:  None  
Supplies:  None  

Additional Information:  
This course provides a dynamic, practical, hands-on approach that encourages students to immerse themselves in the supervision process. Supervision is a key ingredient in the success
of any business, especially a new small business. Students will learn effective supervisory practices to improve the success of their business operation.

**Course Outcomes:**
Upon successful completion of this course, students should be able to:

1. Describe essential characteristics, behaviors, and personal criteria important to being a successful supervisor in business.
2. Explain the human resource management aspects of a small business.
3. Describe how motivation and coaching lead to a positive business environment which contributes to business success.
4. Define the legal and ethical issues presented to today’s supervisor.
5. Discuss the importance of effective communication and the use of information technology in relation to the success of a business.

**Course Competencies:**
The following are detailed course competencies intended to support the course outcomes:

1. Explain why supervisors are vital to organizational success.
2. Describe the essential leadership and teamwork supervisory traits.
3. Describe the supervisor’s role in planning, goal setting, and achieving results.
4. Explain the supervisor’s role in employee recruitment, selection, and retention.
5. Define the process used to ensure your new hire is successful.
6. Explain the appraising process and how to reward performance.
7. Discuss the importance of employee training and the training process.
8. Describe how supervisors provide motivation and coaching for their subordinates.
9. Discuss how to build a positive, creative, and productive work environment.
10. Explain the communication process and the importance of effective communication in today’s 60-second business world.
11. Describe how to build positive work behaviors in your employees.
12. Discuss the staffing process including planning, scheduling, and outsourcing.
13. Review the current legal and ethical challenges for today’s supervisor.
14. Describe the importance and use of information technology by today’s supervisor.
15. Explain the importance of understanding your employee’s goals and objectives and the process of self-awareness and self-development.

The following are general education competencies intended to support the course outcomes:

1. Write clear, well-organized documents.
2. Locate, evaluate, and use multiple sources of information.
3. Apply mathematical concepts to problems and situations.
4. Use critical thinking skills.
5. Use and adapt current technologies.

**Topics to Be Covered:**
1. Why supervisors are vital to Organizational success
2. Leadership and teamwork essentials
3. Planning, goal setting, and achieving results
4. Recruitment, selection, and retention
5. Setting your new hire up for success
6. Appraising and rewarding performance
7. Training: Begin with the end in mind
8. Motivation and coaching
9. Building a positive creative and productive work environment
10. Communication: Around the world in 60 seconds
11. Behavior in the work place
12. Staffing: Planning, scheduling, and outsourcing
13. Legal and ethical challenges for today's supervisor
14. Harnessing the power of information technology
15. It's all about people and self-awareness

Course Assessments:
The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

Grading Criteria:
Grading Criteria may vary by instructor. Please refer to the syllabus for your course section for the correct information. This information will be supplied by the instructor at the beginning of the course.

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Make-up procedures for missed assignments and work.
Make-up procedures may vary by instructor. Please refer to the syllabus for your course section for the correct information. This information will be supplied by the instructor at the beginning of the course.
Attendance Policy
A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade.

Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy.

FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN= failure, never attended class (unofficial withdrawal)

It is the student’s responsibility to officially withdraw from a course/college. Please refer to the most recent Nashville State Community College catalog for information on withdrawing.

Student Communication Channels
It is the student’s responsibility to check NS Online (D2L) and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. NS online (D2L) contains specific course information and MyNSCC contains information important for other purposes.

Early Warning System
Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student’s academic standing.

ADA Compliance Statement
Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Disabilities Office at 615.353.3721.

Classroom Misconduct
Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of
any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

**Academic Dishonesty (Honor Code)**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor’s permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an “F” or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.

**Inclement Weather Policy**

In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class
Cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Course Policy Changes:

This syllabus is meant simply as a guide and overview of the course. Some items are subject to change or may be revised at the instructor’s discretion. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.

Your instructor reserves the right to modify course policies during the semester. However, once the semester has begun, the instructor’s intent will be to change policies primarily to benefit students as circumstances dictate.