

## TABLE OF CONTENTS

Elements of Supervision (Perry, 2021)

Licensing

### Course Learning Outcome #1: Compare and contrast the contributions of management theory

- 1.1: History of Management Theory
- 1.2: Different Management Theories
- 1.3: Management Theory
- 1.4: Management Theory and Organizational Behavior
- 1.5: Using Supervision Effectively
- 1.6: Leadership and Organization
- 1.7: The Importance of Ethics
- 1.8: Appreciating Cultural Diversity (Multiculturalism)

### Course Learning Outcome #2: Explain the role of the modern supervisor in relation to upper management, unions and governmental regulations.

- 2.1: The Nature of Management
- 2.2: Modern Organizational Design
- 2.3: History of Common Structures
- 2.4: Authority—Establishing Organizational Relationships
- 2.5: Building Organizational Structures
- 2.6: Labor and Management Rights under the Federal Labor Laws
- 2.7: Current Issues - Internal Affairs and Discipline

### Course Learning Objective #3: Evaluate the various communication techniques (phone, fax, e-mail, mail, face to face, etc.) used in business organizations and when, where and why they are appropriate.

- 3.1: Managerial Communication
  - 3.1.1: The Process of Managerial Communication
  - 3.1.2: Types of Communications in Organizations
  - 3.1.3: Factors Affecting Communications and the Roles of Managers
  - 3.1.4: Managerial Communication and Corporate Reputation
  - 3.1.5: The Major Channels of Management Communication Are Talking, Listening, Reading, and Writing
  - 3.1.6: Summary
- 3.2: The Roles Managers Play
- 3.3: Relationships at Work
- 3.4: The Dark Side of Relationships
- 3.5: Factors Affecting Communications and the Roles of Managers
- 3.6: Speaking in Business Settings
- 3.7: Speaking via Electronic Media
- 3.8: Small Group Communication
  - 3.8.1: Understanding Small Groups
  - 3.8.2: Small Group Development
  - 3.8.3: Small Group Dynamics

## Course Learning Objective #4: Identify the major decision making techniques and their formats.

- 4.1: Make Good Decisions
  - 4.1.1: Chapter Introduction
  - 4.1.2: Understanding Decision Making
  - 4.1.3: Faculty Decision Making
  - 4.1.4: Decision Making in Groups
  - 4.1.5: Chapter Summary and Case
- 4.2: Problem Solving and Decision Making in Groups
- 4.3: Process-Based Theories
- 4.4: Human Resource Management
  - 4.4.1: Chapter Introduction
  - 4.4.2: An Introduction to Human Resource Management
  - 4.4.3: Human Resource Management and Compliance
  - 4.4.4: Performance Management
  - 4.4.5: Influencing Employee Performance and Motivation
  - 4.4.6: Building an Organization for the Future
  - 4.4.7: Talent Development and Succession Planning
  - 4.4.8: Glossary
- 4.5: Case

## Course Learning Objective #5: Analyze strategies for resolving conflict among employees.

- 5.1: Conflict in the Work Environment
- 5.2: Collaboration In And Across Teams
  - 5.2.1: Why It Matters- Collaboration In And Between Teams
  - 5.2.2: Team Communication in the Workplace
  - 5.2.3: Collaborative Projects
  - 5.2.4: Workplace Etiquette
  - 5.2.5: Putting It Together- Collaboration in and across teams
- 5.3: Training and Evaluating Employees
- 5.4: Leadership and Conflict

## Course Learning Outcome #6: Explain “change management” and how it affects productivity.

- 6.1: Organizational Change
  - 6.1.1: Internal Change Management
  - 6.1.2: Putting It Together- Organizational Change
  - 6.1.3: Discussion- Organizational Change
  - 6.1.4: Assignment- Change Management and Conflict Resolution
  - 6.1.5: Why It Matters- Organizational Change
  - 6.1.6: Introduction to Change Management
  - 6.1.7: Forces of Change
  - 6.1.8: Types of Change
  - 6.1.9: Resistance to Change
  - 6.1.10: Models of Change Management
  - 6.1.11: Introduction to Success and Failure in Change
  - 6.1.12: Crisis Management

- 6.1.13: External Change Management
- 6.2: Why Engage in Organizational Change
- 6.3: Planning and Executing Change Effectively
- 6.4: Building Your Change Management Skills
- 6.5: Creating Cultural Change

## Course Learning Outcome #7: Analyze the fundamentals of the control process.

- 7.1: Who Are Managers?
- 7.2: Supervision: Centralization Versus Decentralization
- 7.3: Functions of Management: Control
  - 7.3.1: Why It Matters- Management
  - 7.3.2: Manager
  - 7.3.3: Management Theory
  - 7.3.4: Planning
  - 7.3.5: Organizing
  - 7.3.6: Leading
  - 7.3.7: Controlling
  - 7.3.8: Putting It Together- Management
- 7.4: Supervisory Roles in the Control Function

[Index](#)

[Glossary](#)

[Detailed Licensing](#)