

# PUB 166: SUPERVISION IN PUBLIC WORKS

## Citrus College Course Outline of Record

| Heading                 | Value                         |
|-------------------------|-------------------------------|
| Effective Term:         | Fall 2021                     |
| Credits:                | 3                             |
| Total Contact Hours:    | 54                            |
| Lecture Hours :         | 54                            |
| Lab Hours:              | 0                             |
| Hours Arranged:         | 0                             |
| Outside of Class Hours: | 108                           |
| Strongly Recommended:   | ENGL 101.                     |
| Transferable to CSU:    | No                            |
| Transferable to UC:     | No                            |
| Grading Method:         | Standard Letter, Pass/No Pass |

## Catalog Course Description

Fundamentals of supervision with emphasis on the public works environment. Topics to be covered include the role of the supervisor; functions as applied to leading and motivation, coaching employees, counseling, interpersonal human relations skills, Union MOUs and the progressive disciplinary process. 54 lecture hours.

## Course Objectives

- Describe the work of a supervisor.
- Understand the act of providing leadership to build effective teams
- Discuss the importance of recognition and timeliness in decision making.
- Understand the role that the supervisor plays in fostering morale and productivity.
- Describe the interpersonal communication process.
- Understand the employee performance appraisals
- Describe guidelines for managing diversity in the workplace.
- Examine the Progressive Disciplinary process
- Discuss the role that supervisors play in setting the ethical tone of an organization.
- Understand the concepts of employee Knowledge, Skills and Competencies
- Identify the specific government agencies responsible for the enforcement of equal employment opportunity.
- Examine alternative guidelines for managing organizational and personal stress.
- Examine the supervisor's responsibility for safety in the workplace
- Demonstrate understanding of a supervisor's role in the orientation process, training, and development of employees

## Major Course Content

1. Fundamentals of Supervision in the Public Works Industry
  - a. Leading as a mid-level manager
  - b. Organizational structures

- c. Planning
  - d. Goal and objective setting
2. Communication
    - a. Written
    - b. Oral
    - c. Nonverbal
    - d. Electronic
  3. Employee Hiring and retention
    - a. On-boarding
    - b. Professional Development
  4. Planning and Scheduling Work
    - a. Contracts
    - b. Work plans
    - c. Establishing priorities and performance targets
  5. Motivating Employees
  6. Problem Solving and Decision Making
    - a. Creating a solution-based environment
  7. Interviewing
    - a. Reducing bias
    - b. Creating effective job descriptions
  8. Employee evaluation
    - a. Improvement focused vs discipline focused
  9. Handling Complaints
    - a. Internal
    - b. External
    - c. Grievances
  10. Disciplinary Action
    - a. Progressive discipline
  11. Establishing and leading excellent internal and external customer service
    - a. Reliability
    - b. Assurance
    - c. Tangibles
    - d. Empathy
    - e. Responsiveness

## Suggested Reading Other Than Required Textbook

Instructor assigned case studies and industry specific articles.

## Examples of Required Writing Assignments

Write a warning memo to an employee following the progressive discipline model.

Identify a need for human capital and create a job description to fulfill that need.

## Examples of Outside Assignments

Analyze a case study requiring a critical decision to be made by a supervisor. Student will explain and defend the decision they would have made.

## **Instruction Type(s)**

Lecture, Online Education Lecture