

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