



North Central State College

MASTER SYLLABUS

2026-2027

A. Academic Division: Engineering Technology, Business & Criminal Justice Division

B. Discipline: Business Administration

C. Course Number and Title: BUSM1030 Supervision

D. Assistant Dean: Brooke Miller, M.B.A.

E. Credit Hours: 3

F. Prerequisites:

G. Last Course/Curriculum Revision Date: Spring 2026 Origin date: 09/13/2011

H. Textbook(s) Title:

Supervision, Concepts and Practices of Management

- Authors: Leonard
- Copyright Year: 2025
- Edition: 14th
- ISBN: 9780357719008

I. Workbook(s) and/or Lab Manual: None

J. Course Description: This course is an introduction to the supervisor's role in management. Challenges for supervisors include: planning and problem solving; organizing, staffing, training; leading; and working with individuals and teams along with controlling costs and improving results. Supervision provides a basic understanding of the new role requirements in business organizations. A strong focus of this class is application of sound supervisory principals through role-plays and hands-on practice with real-world scenarios.

K. College-Wide Learning Outcomes

College-Wide Learning Outcomes	Assessments - - How it is met & When it is met
Communication – Written	
Communication – Speech	
Intercultural Knowledge and Competence	
Critical Thinking	
Information Literacy	
Quantitative Literacy	

L. Course Outcomes and Assessment Methods:

Upon successful completion of this course, the student shall:

Outcomes	Assessments – How it is met & When it is met
Life As a Supervisor:	
1. Explain the demands and rewards of being a supervisor in a way that reflects the ever-changing environment of corporate/business fluctuations, workplace diversity, globalization, and societal pressures.	Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks.
Knowing Self – Supervisor Emotional Intelligence:	
2. Construct a self-awareness analysis addressing the student's current skills, knowledge and abilities as they relate to being a supervisor within a manufacturing and service business so that current strengths and weaknesses are identified as well as future personal growth needs.	Written self-assessment including 100% of required information (student's current skills, knowledge and abilities as they relate to being a supervisor within a student selected industry so that current strengths and weaknesses are identified as well as future personal growth needs) – due during weeks 12 – 16.
Communication Skills:	
3. Define communication to include major channels that are available to the supervisor.	Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks.
4. Given a workplace scenario needing communicated to employees, develop a written memo and a spoken/verbal message that is accurately interpreted by team members.	Completion of a written memo and a spoken message accurately interpreted by team members. Due prior to week 4.
5. Identify barriers to effective communication and list possible strategies for overcoming such barriers.	Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks; role-plays throughout the semester.
6. Given a brief scenario for a meeting, develop a brief agenda and facilitate a team through accomplishing the agenda within provided time restrictions.	Completion of a written agenda included within a memo. Memo due during weeks 8 – 12. Group role-play requiring facilitating the meeting announced in the memo – due during weeks 8 - 12.
Working in Teams:	
7. Given a team-based scenario, lead a team through the scenario reflecting application of techniques for maintaining employee morale.	Group role-play completed during weeks 12 – 16.
8. Explain the importance, limitations and methods for counseling employees.	Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester.
9. Define planning and list the steps in the planning process.	Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester. Team-based planning activity completed by Week 16.
10. Differentiate the use of standing plans (policies, procedures, methods, and rules) and single-use plans (budgets, programs, and projects).	Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester. Team-based planning activity completed by Week 16.
11. Given a business production scenario, calculate staffing and time requirements necessary for compliance with the scenario's controls (math will be addition, subtraction, multiplication, and division only).	Completion of calculation scenario prior to week 12.

Outcomes	Assessments – How it is met & When it is met
Problem Solving:	
12. List the steps in the decision-making process and when given a scenario (problem) methodically apply each step to the stated scenario.	Exams/quizzes throughout the semester but primarily assessed on exam prior to week 16. Role-plays throughout the semester.
13. Compare and contrast two or more alternatives to a workplace problem by completing an Internet search for possible solutions (use of a Library research database is required)	Graded classroom discussion, successful acquisition of 2 valuable sources from the library databases prior to week 16.
Discipline:	
14. Explain the importance of positive discipline within an organization.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8; Role-plays throughout the semester.
15. Identify disciplinary situations that violate standards of conduct and explain the need to confront these situations appropriately.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8; Role-plays throughout the semester.
16. List the steps in a progressive discipline system with a special focus on consistency and documentation.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8;
Appraisal, Coaching, and Performance Management:	
17. Define performance management and clarify the supervisor's role within the process.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 8 - 12; role-plays throughout the semester.
18. Conduct an appraisal interview following a scenario that will include a sensitive situation that requires a coaching approach.	Completion of performance appraisal form after conducting a brief scenario-based appraisal interview prior to week 16.
19. Explain the concepts and techniques in preparing a written employee appraisal (using an established form).	Completion of performance appraisal form after conducting a brief scenario-based appraisal interview prior to week 16. Exams/quizzes throughout the semester but primarily assessed on exam during weeks 8 - 12; Classroom discussion and role-plays throughout the semester.
Managing Conflict:	
20. Explain the supervisor's role at the initial step in complaint/conflict resolution to include identifying/contrasting available "styles" that supervisors may use in approaching conflict.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester.
21. Identify guidelines for conflict resolution.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester.
22. Explain the impact a labor union has on a supervisor and the parent organization.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester.
Employee Relations:	
23. Describe the supervisor's role in maintaining good employee relationships.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester.
24. Explain the supervisor's role in grievance procedures.	Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester.

M. Recommended Grading Scale:

NUMERIC	GRADE	POINTS	DEFINITION
93–100	A	4.00	Superior
90–92	A-	3.67	Superior
87–89	B+	3.33	Above Average
83–86	B	3.00	Above Average
80–82	B-	2.67	Above Average
77–79	C+	2.33	Average
73–76	C	2.00	Average
70–72	C-	1.67	Below Average
67–69	D+	1.33	Below Average
63–66	D	1.00	Below Average
60–62	D-	0.67	Poor
00–59	F	0.00	Failure

N. College Procedures/Policies:

North Central State College believes that every student is a valued and equal member of the community.* Every student brings different experiences to the College, and all are important in enriching academic life and developing greater understanding and appreciation of one another. Therefore, NC State College creates an inclusive culture in which students feel comfortable sharing their experiences.

Discrimination and prejudice have no place on the campus, and the College takes any complaint in this regard seriously. Students encountering aspects of the instruction that result in barriers to their sense of being included and respected should contact the instructor, assistant dean, or dean without fear of reprisal.

* *Inclusive of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status (past, present or future), disability, age (40 years or older), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child, status as a foster parent, genetic information, or sexual orientation*

Important information regarding College Procedures and Policies can be found on the syllabus supplement located at

<https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDFs/14-081b.pdf>



North Central State College
SYLLABUS ADDENDUM

Academic Division: Engineering Technology, Business, & Criminal Justice **Discipline:** Business Administration
Course Coordinator: Brandel Boyd
Course Number: BUSM 1030 **Course Title:** Supervision
Semester / Session: Fall 2026 / Session A **Start / End Date:** 8-17-26 thru 10-9-26

Instructor Information

Name: Brandel Boyd **Credentials:** Ph.D. Public Administration; MBA.HRM
Phone Number: 419-755-4572 **E-Mail Address:** bboyd@ncstatecollege.edu
Office Location: 233 Kehoe **Office Hours:** Mon/Wed 9-11 AM; and Mon 2-3 PM

I. Topical Timeline (Subject to Change):

Weeks	Topics	Assignment	Due Date
1	Supervisory challenges and the managerial functions of supervisors	Two chapter assignments and a Chapter Quiz	At close of week 1 as designated in Canvas
2	Supervisory planning and supervising a diverse workforce	Two chapter assignments and two Chapter Quizzes	At close of week 2 as designated in Canvas
3	Leadership and followership as well as communicating in a “noisy world”	Two chapter assignments and two Chapter Quizzes	At close of week 3 as designated in Canvas
4	Principles of motivating followers as well as making decisions and managing change	Two Chapter Quizzes; Mid-term Memorandum; and Simulation Survey	At close of week 4 as designated in Canvas
5	The principles of organizing and empowering employees for success	Three chapter assignments and one Chapter Quiz	At close of week 5 as designated in Canvas
6	Building and managing effective teams as well as performance management	Two chapter assignments and two Chapter Quizzes	At close of week 6 as designated in Canvas
7	The fundamentals of controlling and resolving conflicts	Three chapter assignments and one Chapter Quiz	At close of week 7 as designated in Canvas
8	Positive Discipline	Final Exam	At close of week 8 as designated in Canvas

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II. Grading and Testing Guidelines:

Course Grading: (This is subject to change at the instructor's discretion)

*Academic dishonesty/cheating will not be tolerated. It will result in an "F" for the course.

Activity	Qty	Points	Percentage
Quizzes, 11 total @ 10 points each	11	110	25%
Chapter Assignments 19 total (PSB's, TSB's, etc.)	14 Total (10 @ 15 pts each; 3 @ 16 pts each; and 1 @ 20 pts.)	218	50%
Supervisor Memo (Mid-Term)	1	40	9%
Mid-Term Simulation Survey	1	10	2%
Final Exam	1	60	14%
Total	28	438	100%

*Extra Credit: 3 points possible bonus for "perfect attendance" (not turning in any assignments late).

III. Examination Policy:

- The reasons for which a student will be excused from taking an examination _____
 - Hospitalization (with documented verification)
 - Death in the immediate family (with documented verification)
 - Personal illness or illness in immediate family - (doctor's excuse required).
- Due dates are otherwise firm; if you need an extension you must get approval from the instructor prior to the due date of the exam unless extenuating circumstances occur.
- A student who misses an examination for any reason is responsible for _____
 - Contacting me as soon as possible to discuss whether or not a makeup exam is possible
- No makeup opportunity will be given for absences of unscheduled quizzes.

IV. Class Attendance and Homework Make-Up Policy:

1. **Attendance**

In fully online sections of this course, attendance is measured by the **completion of weekly assignments and activities**. Simply logging into Canvas or viewing course materials does **not** count as attendance.

Your attendance may be graded and will be marked each week as one of the following:

- Fully attended (submitting all assignments for the weekly module on time).
- Partially attended (submitting some portion of assignments for the weekly module on time).
- Absent (not submitting any assignments for a weekly module on time).

2. **Late Assignments**

To support consistent learning, time management, and professional responsibility, the following late-work policy applies:

- Late submissions are accepted **up to one week after the due date only**.
- Assignments submitted late will receive a **20%-point deduction**.
- Assignments submitted **more than one week late will not be accepted**.
- No late assignments are accepted after the last day of the term**.
- Assignments due during **finals week are final** and must be submitted by the posted deadline.

3. **Extenuating Circumstances**

Students experiencing extenuating circumstances are encouraged to **contact the instructor as soon as possible** to discuss potential accommodations. In some cases, **advance notice may be required**.

- Approval of late or make-up work is **not guaranteed** and is determined at the instructor's discretion.

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- Requests that do not align with this policy may be denied.

*This policy is supported by the **Dean and Assistant Dean**, who expect students to communicate promptly with their instructor when emergencies arise. This expectation reflects professional workplace standards, where timely communication is required if deadlines or responsibilities cannot be met.*

4. Advance Communication

Students who anticipate difficulty meeting a deadline should **contact the instructor prior to the applicable assignment deadline(s)** to determine whether an alternate schedule may be considered.

5. Excused Absences

Excused absences include the following circumstances, and may require documented proof for accommodation:

- Hospitalization
- Death in the family
- Incapacitating personal illness or illness of an immediate family member
- Military leave
- Employment-related travel

6. Participation Requirements to remain enrolled:

Students must participate within the first week of the term to avoid being dropped for non-attendance. This is a college-wide policy. **Students must also participate in and achieve at least 67% success/participation by the point of mid-term grade reporting to again avoid being dropped from the course, this time for non-participation** (another college-wide policy).

V. Classroom Expectations:

1. You are expected to conduct yourself in this on-line class in a professional and courteous manner at all times. Please be respectful of other students.
2. All students are expected to demonstrate professional behavior and use language appropriate for the classroom learning experience.
3. You are expected to attend class and actively participate in any collaborative exercises that are being run

VI. Artificial Intelligence (AI) Policy:

Artificial intelligence (AI) can be a valuable tool for academic purposes and in the business field. AI may assist with generating ideas, checking grammar, and improving writing skills and other class-related tasks, but it should not be relied upon solely. Students are expected to demonstrate independent thinking and analysis and use AI to supplement their work. AI does not replace critical thinking and relying solely on AI to complete assignments undermines your learning.

Any work submitted must be the student's own, and using AI to generate entire assignments or portions of assignments is strictly prohibited and will result in academic consequences. To promote transparency and accountability, students must document their use of AI in any assignments, including the prompts or instructions they provided to the AI and any additional notes about the AI's output or their analysis. AI is not always accurate and may produce outdated, misleading, biased, or entirely incorrect information. Always verify any AI-generated content with credible academic sources.

Plagiarism, including using AI to generate assignments, not only cheats the student out of learning, but is considered a form of academic misconduct and will result in disciplinary action.