



MASTER COURSE OUTLINE

A. SMGT 1000 Effective Management and Leadership

B. COURSE DESCRIPTION:

This course is designed to assist the student in developing effective supervisory and management skills. This class provides the opportunity to learn skills related to creating positive environments, understanding a manager's role in the workplace, planning and problem solving, as well as fundamental skills in human resources. It also introduces students to skill development in staffing, training, and motivating. Leadership skills and strategies are covered. Mandatory supervisory skills such as controlling, quality assurance, and improvement strategies are studied.
(3 Cr – 3 lect, 0 lab)

C. *Core Theme: Critical Thinking

D. RIVERLAND INSTITUTIONAL LEARNING OUTCOMES:

This course addresses the following Riverland Institutional Learning Outcome(s):

- ☒ ILO 1: critical thinking (*Core Theme Goal 2*)
- ☐ ILO 2: awareness of the larger global community (*Core Theme Goal 7 or 8*)
- ☐ ILO 3: ethical, engaged citizenship (*Core Theme Goal 9 or Goal 10*)
- ☐ ILO 4: communication and collaboration (*Discipline Goal 1 and by any learning outcome(s) involving communication or collaboration*)

E. MAJOR CONTENT AREAS:

- Role of management
- Positive environments
- Planning and problem solving
- Human resources
- Supervisory skills

F. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

<u>GOAL</u>	<u>OBJECTIVES</u>	<u>OUTCOMES</u>
	Students will be able to	The student will successfully
* <u>Critical Thinking</u>	gather factual information and apply it to a given problem in a manner that is relevant, clear, comprehensive and conscious of possible bias in the information selected.	1. conduct a self-assessment of supervisory strengths and weaknesses.

<u>CS</u>	understand the levels of supervisors and the required major competencies.	1. describe the necessity of frontline supervisors and the competencies required.
<u>CS</u>	understand management principles and management theories.	1. research and report on a managerial topic or theory.
<u>CS</u>	understand the main functions of the management process.	1. describe the functions of the management process and explain their interrelatedness.
<u>CS</u>	differentiate among terms associated with the planning process.	1. review and discuss an organization's strategic plan, and its mission, vision, values, and strategies. 2. explain the importance of organizational goals and planning.
<u>CS</u>	identify a problem and perform a problem-solving process.	1. review steps taken to solve a problem. 2. analyze identified problem-solving steps for effectiveness.
<u>CS</u>	identify and differentiate among various organizational structures and formats.	1. describe the organizing process and its outcome. 2. report on a designated organization's structure and provide data.
<u>CS</u>	understand task delegation and explain effective approaches.	1. create an example, or script, of task delegation.
<u>CS</u>	identify key steps of the staffing process, including interview, orientation, and training, and explain the supervisor's role in that process.	1. explain the supervisor's role in the staffing process. 2. evaluate a workplace orientation process.
<u>CS</u>	understand leadership skills and styles.	1. examine qualities of effective leaders in the workplace, community and/or personal life. 2. explain how an individual's leadership style can, and should, change.
<u>CS</u>	understand the process of communications and identify successful strategies to improve communication.	1. demonstrate effective communication processes by redrafting or reconstructing recent communications.
<u>CS</u>	explain the formation, roles and influence of formal and informal groups in an organization.	1. identify a formal and informal group in the workplace and report the roles.
<u>CS</u>	understand and recognize a control standard and the supervisor's role in the control function.	1. explain why control should be a supervisory responsibility. 2. research control standards used in the workplace. 3. chart the steps of the control process.
<u>CS</u>	understand the importance of record keeping and budget, and identify different cost measures, controls, variances and calculations.	1. list record keeping and cost measures that may be supervisory responsibilities.

G. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact Accessibility Services at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

H. COURSE CODING INFORMATION:

Course Code A/Class Maximum 48; Letter Grade

Revision date: 04/20/11; 09/01/16; 04/02/26

AASC Approval date: 09/20/16; 05/12/26

*These five MnTC Goals have been identified as Riverland Community College Core Themes. Every course in the Riverland Community College curriculum shall meet outcomes from one of these themes.

**These five MnTC Goals have been identified as Riverland Community College Disciplines. Riverland's MnTC courses also shall meet outcomes from a Discipline Area.

NOTE: The Minnesota Transfer Curriculum "10 Goal Areas of Emphasis" are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.

*Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7A, 7B, 7A/B
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

**Riverland Community College Discipline Areas	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6