

SOUTHERN ILLINOIS UNIVERSITY

FIRST LINE SUPERVISION

IT 240 -- SYLLABUS

I. COURSE NUMBER AND TITLE: IT 240, First - Line Supervision

II. CREDIT HOURS: 3 credit hours

III. PREREQUISITE: NONE.

IV. DESCRIPTION OF COURSE: Analysis of problems of first-line supervisors. Topics include leadership, motivation, communication, grievances, training, discipline, and group and individual effectiveness.

V. TEXTBOOK: Rue, Leslie W. and Byars, Lloyd L., Supervision. the Key Link to Productivity, Homewood, Illinois, Richard D. Irwin, Inc., 9th Edition, 2007.

VI. COURSE OBJECTIVES:

Upon completion of the course, the successful student should be able to

- 1) Discuss the basic skills required to be a successful supervisor.
- 2) Present several ideas for improving delegation.
- 3) Discuss the basic steps in the planning process.
- 4) Outline a general approach for making sound decisions.
- 5) Provide suggestions for handling effective meetings, giving instructions, and dealing with the grapevine.
- 6) Describe various methods used in performance appraisal.
- 7) Identify and discuss various leadership styles.
- 8) Discuss the supervisors role in introducing change and methods for reducing resistance to change.
- 9) Discuss the supervisor's role in cost reduction and control, work-methods improvement, quality assurance, and inventory control.

VII. INSTRUCTIONAL FORMAT:

This is a non-weekend formatted course or Independent Study consisting of reading assignments and exams.

- A. Four closed book examinations will be given covering material presented in the textbook on the dates shown in this syllabus. Examination questions will be of the Multiple Choice type.

B. The assorted requirements of the course have the following weights:

Exam 1	100 pts
Exam 2	100 pts
Exam 3	100 pts
Exam 4	<u>100 pts</u>
	400 pts total

Final grades will be based on the following:

A	90 - 100%
B	80 - 89
C	70 - 79
D	60 - 69
F	< 60

The following material will be covered in each exam:

Exam 1	Ch. 1-5
Exam 2	Ch. 6-10
Exam 3	Ch. 11 - 15
Exam 4	Ch. 16 - 20

C. The following schedule is in effect:

Exam 1	15 Sept 08
Exam 2	6 Oct
Exam 3	3 Nov
Exam 4	1 Dec

To take an exam, come into the office prior to 3:30 PM on the day shown. You may take the exam before this date. Call first to coordinate a test taking time with the Program Coordinator.

IX. STUDENT RESPONSIBILITIES:

All examinations must be taken at the scheduled time. If not, there will be a penalty of 10% per week for every week they are late. Exceptions to this will be for TDY, emergency leave (vacation), etc.. Upon return from TDY, emergency leave, etc., the student has one week to complete the late work before the late penalty penalty kicks in. Late exams and projects must be submitted with orders or other supporting documentation attached to them in order for the penalty to be waived. Late work submitted late without documentation will be considered late - no exceptions.

X. INCOMPLETES:

It is the policy of the professor not to give Incomplete grades. Occasionally, one realizes that events do occur which may merit the awarding of an Incomplete. In accordance with written university policy, an Incomplete grade will not be granted for any reason in a case where the student would not pass the course if all unfinished assignments were converted to zero points. Effectively this means that you have to have completed around 75% of the course to even be considered for an Incomplete. In the event that the student feels an incomplete is applicable in their case, it is their responsibility to document the reason in writing and to secure its approval. If you fail to complete this step, an Incomplete will not be granted. Talking with the instructor on the phone or in the hallway does not constitute "in writing".

IX. INSTRUCTOR:

Dennis Lithgow
(903) 751-4631 (Home)
(501) 988-1391 (LRAFB - Tues) 10:00 to 4:00
e-mail: denbeclithgow@juno.com (home)

XII. INSTRUCTOR AVAILABILITY:

Your instructor is available for conference and/or assistance at Little Rock AFB per the dates and times shown above. He is also available to meet at any other mutually-agreed to time and place. You may also feel free to call me at home to discuss problems. Students are encouraged to discuss problems with assignments, course material, suggestions, etc. The instructor has a FAX in his home which may be used to aid in any discussions of class materials.

XIII. FAX / COURIER SUBMISSION OF MATERIALS:

The student has the option of submitting work by FAX **to the SIU office** if their schedule will not permit them to drop materials off at the office. The student may also submit materials by US Mail, UPS, FedEx, etc., as long as the materials are RECEIVED at the SIU office by the appropriate suspense date. Materials not received by 4:00 PM on the suspense date will be considered late -- no exceptions.