NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY

PRESCRIPTION: SS600 SUPERVISORY SKILLS

AIM OF MODULE:	To enable students to understand the basic principles of people management and how to operate in a supervisory position in contemporary New Zealand.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2000
PRESCRIPTION EXPIRY DATE:	Nov 2011 (not currently offered by an ITP)

Level and Assessment Schedule

	Highest Skill Level				Suggested Assessment Percentage
TOPICS	R	C	A	P	
1. Roles and function of a supervisor		*			10
2. Planning and Control			*		25
3. Leadership			*		25
4. Motivation			*		25
5. Delegation			*		15
					100

LEARNING OUTCOMES

The student will:

C   1   Understand the role and function of a supervisor.

A   2   Understand and demonstrate planning techniques and control methods.

A   3   Apply leadership styles.

A   4   Apply motivational theories.

A   5   Demonstrate the delegation process.

CONTENT

1   ROLE AND FUNCTION OF A SUPERVISOR

➢   The concept of management.

➢   Why managers and organisations are needed.

➢   The organising process and its importance for organisations.

➢   Basic functions of managers and how these differ at different levels of management ie: top, middle and 1st line.

➢   Span of control and "tall" versus "flat" organisation structures.

➢   The difference between line and staff functions.

➢   What is meant by power, influence and authority.

➢   The sources of power in organisations.

➢   The need for and the concept of Change Management.

2   PLANNING TECHNIQUES

➢   Managerial planning and its importance.

➢   Various kinds of plans used at different levels.

➢   The link between planning and control and why control function is necessary. (refer to Management By Objectives as a useful linkage).

➢   The steps in the control process and the different types of control methods.

- ➤ The barriers to effective planning and how to overcome them.

- ➤ The steps in planning.

- ➤ The criteria for an effective objective and writing objectives relevant to the workplace.

- ➤ Using planning techniques.

3 LEADERSHIP STYLES

- ➤ The leadership process.

- ➤ The main theories relating to styles of leadership e.g. Tannenbaum & Schmidt continuum, Blake & Mouton managerial grid, Likert's Leadership Systems, Hersey & Blanchard Life Cycle, and the need for style flexibility.

- ➤ Using leadership styles.

4 MOTIVATIONAL THEORIES

- ➤ Definition of "motivation" and its relevance to managers.

- ➤ The main motivational theories e.g. Maslow's hierarchy of needs, Herzberg's two factor theory and job enrichment, McGregor Theory X & Y, Expectancy Theory, Skinner (Reinforcement) Theory, Equity Theory and the relevance of these to today's managers.

- ➤ The relationship of money and motivation.

- ➤ Using motivational theories.

5 DELEGATION PROCESS.

- ➤ What is meant by "delegation".

- ➤ The advantages of and barriers to delegation.

- ➤ Using delegation.

TEACHING/LEARNING METHODS

- ➤ Must include simulated planning process, role plays in leadership, motivation and delegation, case studies