BT-2411: WORKFORCE MANAGEMENT

Cuyahoga Community College

Viewing: BT-2411 : Workforce Management
Board of Trustees:
January 2022

Academic Term:
Fall 2022

Subject Code
BT - Business Technology

Course Number:
2411

Title:
Workforce Management

Catalog Description:
Principles of supervisory skills and management. Emphasis on problem-solving, communications skills, recruiting/hiring/onboarding and leadership skills necessary to manage lower and mid-level workforce environments.

Credit Hour(s):
3

Lecture Hour(s):
3

Requisites

Prerequisite and Corequisite
BADM-1020 Introduction to Business.

Outcomes
Course Outcome(s):
Utilize communication and problem solving skills to perform supervisory workforce functions.

Objective(s):
1. Relate the basic functions necessary for effective supervision/management of a workforce environment.
2. Describe and apply knowledge of the principles of supervision and management.
3. Demonstrate the interrelationship between the functions of the workforce and the other operational functions in an organization.
4. Evaluate the major tasks inherent in the workforce operational unit.
5. Discuss the control function of workforce operations and the techniques used to successfully implement this function.
6. Demonstrate effective written and oral communication via written and oral assignments/projects.

Methods of Evaluation:

Methods of evaluation include:
A. Class discussion
B. Internet research, projects/assignments
B. Class participation
C. Classwork/Homework
E. Quizzes/Tests
F. Final Exam or Project

Course Content Outline:
1. Perspective of workforce supervision and management
   a. Functions of supervision
   b. Nature of workforce environments
   c. The workforce manager
2. Application of basic management principles
3. Forms of organization
   a. Centralizing/decentralizing workforce functions
   b. Leadership styles of workforce supervisors
4. Problem-solving skills
   a. Workforce supervisors as problem solvers
   b. Barriers in solving workforce issues
5. Communicating in the workforce environment
   a. Communication process
   b. Communication networks
   c. Flow of communication
   d. Virtual workforce environment considerations and best practices
6. Recruiting and orienting the workforce
   a. Sources of employees
   b. Procedures for hiring employees
   c. Using tests in selection
   d. Government regulation affecting employment process
   e. Supervising and motivating employees
   f. Training, appraising, and promoting employees
7. Analyzing workforce responsibilities
   a. Job analysis
   b. Methods of gathering job information
   c. Job description vs. job specification
   d. Job evaluation
8. Administering workforce salaries and benefits
   a. Determining salaries
   b. Nature and extent of employee benefits
9. Managing workforce services
   a. Managing workforce environments
   b. Planning an ergonomically sound office environment
   c. Automating the office
   d. Understanding office software
   e. Distributing information
10. Improving workforce productivity systems
11. a. Research and recommend appropriate home business productivity applications.
12. Development of workforce teams
    a. Emergent leaders
    b. Influencing teams for effective goal setting
13. Change Management in the workforce
    a. External forces for creating change
    b. Internal forces for creating change
    c. Stimulating innovation

Resources

Robbins, DeCenzo, Wolter. *Supervision Today!*. 9th ed. New York: Pearson, 2019.

Robins, DeCenzo & Wolter. *Supervision Today!*. 9th ed. Cengage Learning, 2019.

Stephen Robbins. *Developing Management Skills*. 10th ed. Boston: Pearson Publishing, 2020.

Resources Other
1. The Wall Street Journal
2. International Association Administrative Professionals (IAAP). www.iaap-hq.org (http://www.iaap-hq.org).

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