

LIBR 2495 Course Outline

LIBR 2495: Supervisory Skills (Fall 2021)

Course Contact Hours: 3.0 (online)

Credits: 3.0

Course Description:

This course introduces basic concepts and skills required for effective supervision of library staff. It is designed for those who will be supervised, those who are new supervisors and those who may one day have leadership responsibility as a supervisor, team leader or project leader. Students will learn what a supervisor does and does not do, develop their self-confidence as it relates to supervisory work, practice and develop team member and leadership abilities, and establish a foundation for further training in supervision and management

Prerequisites:

None.

Learning Outcomes:

Upon successful completion of this course, students will be able to...

- describe the role and skills required in supervising staff in a library environment
- describe expectations of different roles and leadership opportunities in a professional information workplace
- describe the issues involved in topics such as labour relations, salary, benefits and collective agreements
- describe the internal organizational structure in conventional and evolving information workplaces
- apply a variety of training tools to contribute to ongoing staff development and engagement
- describe performance management systems
- demonstrate effective time management and prioritization skills as they relate to the workplace

Instructor: Fiona Hunt

Email: fhunt@langara.ca

Office Hours: Tuesdays 2:30-3:30 or by appointment

Textbook and Course Materials:

There is no assigned textbook for this course. Required readings, videos, activities, assignments, discussions, quizzes etc. will be accessed online through Brightspace.

Assessments and Weighting:

Participation (10%)	Includes contributions to discussions that take place online in Brightspace forums, submitting weekly reflections journal entries on time, reading material in Brightspace, short activities shared with the rest of the class.
Reflections Journal (20%)	Working individually, students will be expected to keep and submit an online journal in Brightspace responding in a thoughtful, insightful and concise way to questions asked in each week's course material.
Three 1hr online quizzes (30%)	Will consist of true/false, multiple choice and short answer questions based on topics from course content, readings and videos. Dates/times for quizzes will be provided at the beginning of the term and students must schedule their time accordingly.
Four Assignments (40%)	Working individually and in groups of 2 (different groups will be identified by the instructor for each group assignment) students will prepare a written analysis of specific case study questions related to course content.

There will be no final exam in this course.

Grading Guidelines:

Grade	Mark
A+	96-100
A	91-95
A-	88-90
B+	84-87
B	80-83
B-	77-79
C+	71-76
C	65-70
C-	60-64
D	50-59
F	Below 50

Detailed Course Schedule:

Week	Topics	Activities
Week 1: Introduction to Supervisory Skills	What is a supervisor? What do supervisors do? Competencies – knowledge, skills, abilities, attitude Challenges	Reflections Journal Week 1
Week 2: Emotional Intelligence (EQ)	What is EQ? The 4 EQ skills: self-awareness, self-management, social awareness, relationship management	Reflections Journal Week 2
Week 3: Communicating Effectively; Meetings	Writing, speaking, listening, asking questions, body language How to have an effective meeting (one-on-one or group)	Reflections Journal Week 3 Due: Assignment 1
Week 4: Time Management; Delegation	Time is a scarce resource! Time management skills Setting priorities Delegation Trusting a well-trained team	Reflections Journal Week 4 Due: Quiz 1 (1 hour)
Week 5: Teams; Diversity in the workplace; Managing Conflict & Discipline	What is an “effective team”? Sources of conflict and techniques for managing it Types of discipline problems and how to handle them	Reflections Journal Week 5 Due: Assignment 2 Part 1
Week 6: Planning and Goal Setting	Plans Goals Risks Controls	Reflections Journal Week 6 Due: Assignment 2 Part 2
Week 7: Problem Analysis; Decision Making	The decision making process Group decision making Communicating decisions	Reflections Journal Week 7
Week 8: Motivation & Leadership	What is “motivation” and how is it different for each person? What is “leadership”?	Reflections Journal Week 8 Due: Quiz 2 (1 hour)

Week 9: Change Management	Change management Resistance to change Stress management	Reflections Journal Week 9 Due: Assignment 3
Week 10: Training & Coaching; Performance Appraisal	Training & coaching your team Performance appraisal & goalsetting for your team	Reflections Journal Week 10
Week 11: Recruitment and Interviewing	Job descriptions & job postings Interviews & testing Ranking & job offers Evaluation periods	Reflections Journal Week 11
Week 12: Stepping up to supervision; career management	Performance reviews, including goal setting, for you Leadership opportunities Continue training What's your "library career" look like for you?	Reflections Journal Week 12 Due: Quiz 3 (1 hour)
Week 13: Wrap up and Review		Due: Assignment 4 Due: Completed Reflections Journal (April 10)

College Policies:

As a student at Langara, you are responsible for familiarizing yourself and complying with the following policies:

- E1003 – Student Code of Conduct
- F1004 - Code of Academic Conduct
- E2008 – Academic Standing – Academic Probation and Academic Suspension
- E2006 – Appeal of Final Grade
- F1002 – Concerns about Instruction
- E2011 – Withdrawal from Courses and Deferred Standing

All course work must be completed and submitted in order to successfully complete the course.

The Fine Print:

All course work must be submitted by the due date, unless arrangements are made with the instructor **prior** to the due date. One percent per day will be deducted from assignments submitted after the due date, for three days, after which time assignments will be considered missed and a mark of zero will be graded. There will be **no** makeup quizzes. If a quiz is missed a mark of zero will be graded. Dates and times for quizzes will be provided at the beginning of the term and students must schedule their time accordingly.