## MOHAWK VALLEY COMMUNITY COLLEGE

**UTICA AND ROME, NEW YORK**

**School of Business and Hospitality**

**COURSE OUTLINE**

**TM 101 Supervisor Operations 1 C-3, P-0, Cr-3**

**Course Description**:

This course develops the ability to carry out policy and program directions. Supervisory courses teach leadership, administration programs, and engage in the development of programs and materials within limitations established by management.

Prerequisite: None

**Student Learning Outcomes:**

Students will:
1. Provide an overview of student transportation opportunities by using online links to various transportation facilities.
2. Demonstrate writing techniques to improve communication skills by responding to problems within a system that has been pre-arranged for the student.
3. Demonstrate team building tactics working with classmates and making decisions based upon critical thinking issues.
4. Demonstrate an understanding of how to build and present transportation budgets by presenting purchasing opportunities within their departments and justifying those purchases based on need, benefit, and alternatives.
5. Demonstrate an understanding of current managerial issues including employee evaluation/training, supervision, labor relations, and employee assistance programs in evaluating work issues presented by other students.

**Major Topics**:
Student Transportation Orientation
Business Writing for Results
Presentation Skills
How to be a Great Communicator
Team Communication Tactics
Crisis Communication
Parent/Public/Administration Outreach
Budget Management
Human Resources Management II
Student Passenger Management
School Bus Routing & Scheduling I