## MOHAWK VALLEY COMMUNITY COLLEGE

**UTICA AND ROME, NEW YORK**

**School of Business and Hospitality**

**COURSE OUTLINE**

**TM 102 Supervisor Operations 2** **C-3, P-0, Cr-3**

**Course Description:**

This course covers the challenges in pupil transportation systems. It explores risk management techniques, student passenger management, personal skills to improve the ability to succeed as a manager, and legal issues surrounding public school transportation.

Prerequisite: TM 101 Supervisor Operations 1

**Student Learning Outcomes:**
1. Demonstrate an understanding of an overview of student transportation opportunities by researching current career openings in the field as well as future trends.
2. Demonstrate writing techniques to improve communication skills through assignments based on case work.
3. Demonstrate team building tactics by group interaction and problem solving.
4. Demonstrate an understanding of building and presenting transportation budgets by examining the budgets of the students’ workplace, or by working with budgets as presented online.
5. Demonstrate an understanding of current managerial issues including employee evaluation/training, supervision, labor relations, and employee assistance programs by examining features of MBO and other current forms of evaluation.

**Major Topics**:
Job Analysis
Staffing
Leadership
Teamwork
Logic and Critical Thinking
Analyzing Problems
Informal Reports
Formal Reports
Making Presentations
Job Search
Employee Interviewing