



## COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1420: Documentation and Written Communication Skills for Supervisors

### A. CATALOG DESCRIPTION

1. Credits: 1
2. Hours/Week: 1
3. Prerequisites (Course discipline/number): None
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course is specifically designed to provide students with the skills necessary for supervisors to effectively and accurately document performance and communicate with employees using a variety of written formats. The course will emphasize the importance of determining the who, what, why, where, when, and how in written communications to clearly communicate understanding of important information to employees. Typical situations for supervisors requiring course learning objectives include providing performance feedback, documenting a safety or discipline incident, giving precise directions, or preparing a formal report. Recommended entry skills/knowledge: Reading and writing at the college level is encouraged.

### B. DATE LAST REVISED (Month, year): November, 2001

### C. OUTLINE OF MAJOR CONTENT AREAS:

This course will focus on practical application skills necessary for supervisors to more effectively document performance and communicate at work.

1. Information needs of receiver
2. Purpose of communication
3. Who, what, where, when, why and how
4. Effective horizontal and vertical communication (inter- and intra-departmentally)
5. Performance documentation
6. Clear, concise, grammatically correct instructions and directions
7. Communication options
8. Electronic communication techniques
9. Observation and description skills
10. Written performance/management documents

### D. LEARNING OUTCOMES (GENERAL): The student will be able to:

1. Illustrate effectively and accurately document performance in writing.
2. Communicate with employees in a variety of written formats.
3. Determine the information (who, what, where, why, when and how) crucial to understanding the message.
4. Provide clear, concise, and grammatically correct instructions and directions.
5. Apply effective written communication both horizontally and vertically within your organization.
6. Demonstrate effective supervisory writing skills.
7. Demonstrate observation & description skills.

### E. LEARNING OUTCOMES (MNTC): NA

### F. METHODS FOR EVALUATION OF STUDENT LEARNING:

1. Tests
2. Oral Presentations
3. Individual Projects
4. Application Papers
5. Term Paper

### G. SPECIAL INFORMATION (if any): None