

Course discipline/number/title: SMGT 1327: Managing Employee Performance and Conflict

- A. CATALOG DESCRIPTION
1. Credits: 3
  2. Hours/Week: 3
  3. Prerequisites (Course discipline/number): None
  4. Other requirements: None
  5. MnTC Goals (if any): NA
- B. COURSE DESCRIPTION: Today's workplace demands employees exceed expectations. This course covers techniques for setting, monitoring, and improving employee performance and the link between effective performance feedback and employee retention. Students will learn procedures for setting performance standards, measuring results, and discussing employee performance. In addition, students will explore skills necessary for conducting an effective performance review including how to plan for a performance review meeting, develop a performance improvement plan, provide for periodic progress reviews and practice interim coaching skills.
- C. DATE LAST REVISED (Month, year): February, 2022
- D. OUTLINE OF MAJOR CONTENT AREAS:
1. Best practices in performance management
  2. Conducting the formal appraisal discussion
  3. Legal considerations in the performance management cycle
  4. Coaching techniques
  5. Conflict management techniques and strategies
  6. Supervisor's role in performance and conflict management
- E. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Analyze performance management theories and practices.
  2. Examine the performance management cycle.
  3. Create legal documentation as part of the performance management cycle.
  4. Apply coaching strategies to the performance management process.
  5. Demonstrate conflict resolution strategies.
  6. Articulate the supervisor's role in performance and conflict management.
- F. LEARNING OUTCOMES (MNTC): NA
- G. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:
1. Written assignments
  2. Exams and quizzes
  3. Portfolio of projects
  4. Presentations
- H. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s): Critical Thinking. Students will think systematically and explore information thoroughly before accepting or formulating a position or conclusion.
- I. SPECIAL INFORMATION (if any): None