

Course Outline

COURSE: WTRM 115 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Spring 2018 **Inactive Course**

SHORT TITLE: SUPERVISION

LONG TITLE: Supervision

Units	Number of Weeks		Contact Hours/Week		Total Contact Hours
3	18	Lecture:	3	Lecture:	54
		Lab:	0	Lab:	0
		Other:	0	Other:	0
		Total:	3	Total:	54

COURSE DESCRIPTION:

Supervisory aspects of public agencies and investor-owned utilities, including organization, decision-making, coordination, communication and public relations. Personnel supervision, including coaching, training, evaluation, discipline, team building, morale and grievances. Safety programs, as well as encouragement of safe conditions, actions and attitudes is also covered. This course is now listed as WTRM 215. **ADVISORY:** WTRM 101 Introduction to Water/Wastewater Technology.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

STUDENT LEARNING OUTCOMES:

1. Explain transformational leadership and how to implement it in a water utility to spearhead change and improvement.

Measure of assessment: Reading Assignments, Quiz and Exam

Year assessed, or planned year of assessment: Fall 2016

2. Describe how to create a foundation for organizational change through culture alignment, leadership, and strategy.

Measure of assessment: Reading Assignments, Quiz and Exam

Year assessed, or planned year of assessment: Fall 2016

3. Outline the key elements for successful management in a competitive environment.

Measure of assessment: Reading Assignments, Quiz and Exam

Year assessed, or planned year of assessment: Fall 2016

4. Explain key approaches for improving employee performance and handling employee issues.

Measure of assessment: Classroom activity performance

Year assessed, or planned year of assessment: Fall 2016

5. Explain the management challenges associated with working in a natural monopoly that is regulated.

Measure of assessment: Reading Assignments, Quiz and Exam

Year assessed, or planned year of assessment: Fall 2016

6. Describe the major approaches for measuring corporate performance, including data-based decision making.

Measure of assessment: Reading Assignments, Quiz & Exam

Year assessed, or planned year of assessment: Fall 2016

7. Outline how to apply benchmarking to other utilities' performance in order to improve your own utility's performance.

Measure of assessment: Research project

Year assessed, or planned year of assessment: Fall 2016

8. Demonstrate effective business writing techniques, including focus and purpose, audience, organization, and development.

Measure of assessment: Design Assignment

Year assessed, or planned year of assessment: Fall 2016

9. Explain the key elements of planning for organizational change and harnessing the positive power of change.

Measure of assessment: Reading Assignment, Quiz and Exam.

Year assessed, or planned year of assessment: Fall 2016

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Inactive Course: 03/13/2017

3 Hours

Content: Introduction - Leadership challenges in a changing Industry

Student Performance Objectives (SPO): Discuss the leadership challenges, technology roles, the customer, the workforce, and the political realities associated with a water utility.

Out-of-Class Assignments: Read Introduction Section of Lauer Book.

3 Hours

Content: Leadership - The vital element in Water Industry transformation

Student Performance Objectives (SPO): Explain what constitutes strong leadership skills and their impact on the Water Industry.

Out-of-Class Assignments: Read Chapter 1, 2 of Lauer Book.

3 Hours

Content: Managing a competitive environment

Student Performance Objectives (SPO): Discuss how to put together a competitive management plan that will work for all water utilities.

Out-of-Class Assignments: Read Chapter 3,6 of Lauer Book

6 Hours

Content: Private vs. Public Ownership of Water Utilities

Student Performance Objectives (SPO): Outline the major differences and similarities between investor-owned utilities, and public agencies

Out-of-Class Assignments: Read Chapter 11, 12, 15 of Lauer Book

6 Hours

Content: Improving employee performance and handling employee issues

Student Performance Objectives (SPO): Discuss the skills needed for employee interviews and for measuring employee performance.

Out-of-Class Assignments: In class groups will practice skills.

6 Hours

Content: Measuring Corporate performance

Student Performance Objectives (SPO): Discuss the approaches for identifying KPI's (Key Performance Indicators) and other performance data within a utility.

Out-of-Class Assignments: Read Chapter 21 of Lauer Book (semi-final exam)

6 Hours

Content: Performance Benchmarking

Student Performance Objectives (SPO): Identify accurate performance benchmarks for several different utilities and comparison of data.

Out-of-Class Assignments: Research assignment to identify other utilities benchmarks

5 Hours

Content: Business Writing

Student Performance Objectives (SPO): Demonstrate effective business writing skills for use in a water utility environment

Out-of-Class Assignments: Business writing assignment

6 Hours

Content: Communication and Motivation

Student Performance Objectives (SPO): Demonstrate effective communication skills in a manner that will positively motivate employees to do a better job.

Out-of-Class Assignments: Handout for reading

6 Hours

Content: Strategic planning for change

Student Performance Objectives (SPO): Discuss various strategic planning models at all levels of the organization

Out-of-Class Assignments: In class development of a strategic plan. Read Chapters 28-31 of the Lauer book.

2 Hours

Final

METHODS OF INSTRUCTION:

Lecture, exams, quizzes, homework assignments, videos

METHODS OF EVALUATION:

Writing assignments

Percent of total grade: 20.00 %

Percent range of total grade: 20 % to 30 % Other: Benchmark research assignment, Business writing

Problem-solving assignments

Percent of total grade: 10.00 %

Percent range of total grade: 10 % to 20 % Quizzes

Skill demonstrations

Percent of total grade: 10.00 %

Percent range of total grade: 10 % to 20 % Class Performance/s

Objective examinations

Percent of total grade: 50.00 %

REPRESENTATIVE TEXTBOOKS:

Required Representative Textbooks

American Water Works Association Staff. Water Utility Management, 2nd Edition, or other appropriate college level text.. American Water Works Association,2011.

Reading Level of Text, Grade: 10th Verified by: Dana Young

Required Other Texts and Materials

William C. Lauer; Excellence in Action: Water Utility Management in the 21st Century; American Water Works Association

Recommended Other Texts and Materials

Sandra E. Lamb; How to Write It, Third Edition; Publisher: Potter/Ten Speed/Harmony Press; Berkeley, CA

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 201230

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department: WTRM

CSU Crosswalk Course Number: 115

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N
Occupational Course: C
Maximum Hours: 3
Minimum Hours: 3
Course Control Number: CCC000529240
Sports/Physical Education Course: N
Taxonomy of Program: 095800