

Justice Institute of British Columbia
COURSE OUTLINE

Course Code: MGMT315
Course Title: People Problems: How to Supervise Challenging Employees
Prerequisite Courses: None
School: Community and Social Justice
Division/Academy/Centre: Centre for Leadership
Previous Course Code & Title: Employee Engagement
Course First Offered: April 2001

# of Credits:	<input type="text"/>
----------------------	----------------------

Course Description:

Identify techniques and tools that can transform problem employee behaviours into a cooperative, engaged working environment for everyone. Practice communication skills to deal with poor employee performance by identifying specifically what you can do differently. You will gain confidence in your ability to implement these tools in order to build a healthy, productive work environment.

Course Goal(s):

At the end of this 2-day, 14-hour program, participants will be able to effectively coach employees through performance problems.

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Identify the causes of poor employee performance
2. Recognize the costs generated by the problem employee
3. Describe the four dimensions of employee performance
4. Discuss the steps to positive prevention and positive change
5. Develop alternative strategies, recognizing the strengths of each
6. Demonstrate the effective actions to remedy problems of poor employee performance

Course Topics/Content:

- Differentiating problem employees from employees who have temporary problems
- Managerial skills that lead to satisfactory performance
- Pinpointing clear performance goals
- Dealing with motivational, emotional, family related, physical, and work group problems
- Instituting positive measures to deal with problem behaviour
- Developing action plans

Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe): Professional Path				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab	7			
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods: This course is participatory in nature and includes a variety of small group discussions, role plays, assessment instruments and large group discussion/lecture.

Course Grading System:

	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	Pass
-----------------------	------

Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting: You must attend the full course to receive credit.

Other Course Guidelines, Procedures and Comments: None

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
 Academic Progression Policy
 Admissions Policy
 Academic Appeals Policy
 Evaluation Policy
 Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
 Harassment Policy – Students
 Student Records Policy
 Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.