

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. Other requirements: Reading and writing at the college level
  5. MnTC Goals (if any): NA
- B. COURSE DESCRIPTION: 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: 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.
- C. DATE LAST REVISED (Month, year): February, 2022
- D. OUTLINE OF MAJOR CONTENT AREAS:
1. Creating effective written documentation
  2. Key message identification: Who, What, Where, When, Why, and How
  3. Effective horizontal and vertical communication (inter- and intra-departmental)
  4. Electronic communication tools and techniques
  5. Clear and concise instructions and directions
- E. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Describe the importance of accurate documentation and communication.
  2. Identify key message (who, what, where, when, how, and why) crucial to comprehending communication.
  3. Demonstrate effective written communication to employees at various organizational levels.
  4. Apply correct grammar, organizational, and mechanics to communication.
  5. Analyze the link between clear written and accurate communication, documentation, and the role of supervisor.
- 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): Personal and Professional Responsibility. Students will take responsibility as active learners for achieving their educational and personal goals.
- I. SPECIAL INFORMATION (if any): None