

CUYAMACA COLLEGE
COURSE OUTLINE OF RECORD

CENTER FOR WATER STUDIES 270 – PUBLIC WORKS SUPERVISION

3 hours lecture, 3 units

Catalog Description

Introduction to the principles and practices of modern supervision and management with an emphasis on contemporary issues facing supervisors and managers in the water utilities industry.

Prerequisite

“C” grade or higher or “Pass” in CWS 101 or equivalent

Entrance Skills

Without the following skills, competencies and/or knowledge, students entering this course will be highly unlikely to succeed:

- 1) Describe the essential uses of water, the infrastructure which has been developed to meet demand, and the problems/constraints facing the water industry.
- 2) List the major agencies involved in providing water in the greater San Diego region.
- 3) Identify the major regulatory agencies that monitor and regulate the water/wastewater industry.
- 4) Describe the political/organizational structures of the water utilities industry.
- 5) Describe the development of the transportation, treatment and delivery infrastructure for water and wastewater.
- 6) Describe the current issues, emerging trends, and future direction of the water and wastewater industries.

Course Content

- 1) Management and Leadership Skills
 - a. General principles of organizational structure
 - b. Reacting, Administering, Managing, Leading – a continuum
 - c. Problem solving and decision making
- 2) The Role of Supervisors in Today’s Changing Workplace
 - a. Evolution of the supervisory function
 - b. Changing workforce demographics and its impact on the workplace
 - c. Bureaucracy at its best and worst
 - d. Role of regulatory compliance in today’s workplace
- 3) Understanding People
 - a. Respect and dignity issues
 - b. Motivation and esprit de corps building
- 4) Effective Communication
 - a. The importance of effective communication
 - b. Adult learning/information processing styles
 - c. Establishing environments where omni-directional communication can flourish
- 5) Getting Things Done Through Others
 - a. Delegating responsibility and authority
 - b. Maintaining accountability
 - c. Insuring regulatory compliance
- 6) Leadership
 - a. Is leadership a learned or intrinsic skill
 - b. How do leaders differ from bosses, managers, and administrators

- 7) Public Relations
 - a. Dealing with the public
 - b. Focus on customer service
- 8) Commitment to Lifelong Learning
 - a. Understanding the changing nature of workplace and society
 - b. Ongoing professional growth
 - c. Personal and career development

Course Objectives

Students will be able to:

- 1) Describe the key elements which foster open and effective communication within organizations.
- 2) Describe in detail how public works managers effectively delegate responsibility, maintain accountability, insure regulatory compliance, and interact with the public.
- 3) Explain how water and wastewater infrastructure systems may be affected during emergencies.
- 4) Describe in detail the general principles of emergency response and operations including hazard assessment, vulnerability analysis, and the Standardized Emergency Management System (SEMS).
- 5) Explain the changing nature of the workplace in modern society and the resulting need for ongoing professional growth, personal and career development, and a commitment to lifelong learning.

Method of Evaluation

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.

- 1) Team projects, quizzes, and/or exams which demonstrate students' ability to explain the principles and practices of modern supervision and management, with an emphasis on contemporary issues facing supervisors and managers in the water utilities industry.
- 2) Aptitude tests and/or writing assignments which measure students' ability to demonstrate various aspects of supervision and management in the public works arena.

Special Materials Required of Student

None

Minimum Instructional Facilities

Smart classroom

Method of Instruction

- 1) Lecture and discussion
- 2) Leadership Skills Style Inventory
- 3) Guest speakers
- 4) Student presentations
- 5) Multimedia presentations
- 6) Demonstrations utilizing the Field Operations Skills Yard

Out-of-Class Assignments

- 1) Reading assignments
- 2) Writing assignments

Texts and References

- 1) Required (representative example): Robbins, Stephen and David DeCenzo. *Supervision Today!* 7th edition. Prentice Hall, 2012.
- 2) Supplemental: None

Student Learning Outcomes

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

- 1) Articulate the role of the supervisor in today's modern public works organizations.
- 2) Compare and contrast how the role of worker, supervisor, administrator, manager and leader is evolving.
- 3) Describe the management and leadership skills required of a modern public works supervisor and how these management and leadership skills are applied to administering within the general principles of organizational structure, problem solving, and decision making.
- 4) Describe in detail how public works managers effectively delegate responsibility, maintain accountability, insure regulatory compliance, and interact with the public.
- 5) Clarify the key components and importance of facilitating effective performance feedback processes for staff.