

ACE CREDIT®

Course Data Form

NOTE: Please complete a separate form for each course to be reviewed

Organization Name:

Corporation for National and Community Service – AmeriCorps NCCC

**If this is other than the organization applying for a review, our 'Third Party Authorization Form' must accompany this form.*

Course Title:

Core Supervisory Skills

Course Number:

CNCS-0003

Location(s) course offered:

Sacramento, CA, Denver, CO, Vinton, IA, Baltimore, MD, and Vicksburg, MS

Length of course in hours & weeks (e.g., 30 hours for 15 weeks):

48 Hours for 16 weeks

Course schedule (e.g., week-by-week schedule of objectives, assignments, and tests):

Qualifications for admission

Must be enrolled as NCCC Team Leader, including completion of application and interview.

No prerequisite course (s).

Objective

To provide knowledge of the major elements of supervisory and leaderships skills needed to manage a team, with emphasis on working with nonprofit and governmental organization settings.

Learning Outcomes

Upon successful completion of the program, the student will be able to:

- Identify their personal leadership and management styles and how these potentially affect their performance and success as a Team Leader.
- Build their skills and understanding in how to best provide direction and support to their Members such that they achieve success in their work and develop themselves.
- Promote consultative and group problem solving as strategies for team management and performance.
- Develop their communication skills—in particular listening and giving and receiving feedback –to more deeply understand their Members and what motivates them.

Instructional materials

Textbook:

- Becoming a Better Supervisor: A Resource Guide for Community Service Supervisors, National Crime Prevention Council, 1996
- Core Supervisor Skills Workshop Participant Binder, National Crime Prevention Council, 1995

Supplemental Materials:

- AmeriCorps NCCC Mission Statement and Pledge
- Team Leader Toolkit

Instructional Approaches

Major topics covered in the course are roles and styles of supervision, communication skills and performance feedback, building a cohesive team, conflict management, prioritizing your work, stress management, action planning, and situational scenarios. Methods of instruction include lecture, discussion, classroom exercises (role playing, case studies/scenarios), audio-visual material, module reflections, course practicum, and a final examination.

Time and Assignments:

Number of hours and/or months typical participant spends to complete this course

Pre-Course Reading	8 hours
Supervisory Roles and Styles	2 hours
Communication Skills	3.5 hours
Building a Cohesive Team	3.5 hours
Prioritizing Your Work	2.5 hours
Conflict Management	3 hours
Action Planning	1.5 hours
Supervisory Scenarios	4 hours
Field Practicum	20 hours
Total Hours:	48 hours

Assignments that must be completed to receive certification, achieve successful completion, or to meet eligibility to take the exam

- Successful completion of all classroom instruction which includes 4 case studies/scenarios.
- Verbal Assessments/structured reflection at the end of each module
- Complete and pass the Core Supervisory Skills Final Exam
- Complete 1700 hours of service over a 10 month period

Proctored Exam:

The Supervisory Skills exam is scheduled during transition week in the NCCC computer lab.

The exam must be taken in the presence of an NCCC staff person, and is a closed-book exam. Participants must score a 70% or greater on the final exam.

Implementation date of presented/current curricula (e.g., May 2010):

June 1995

Prerequisite(s):

Must be enrolled as NCCC Team Leader, including completion of application and interview.

Course Objective: *The course objective is to...*

To provide knowledge of the major elements of supervisory and leaderships skills needed to manage a team, with emphasis on working with nonprofit and governmental organization settings.

Learning Outcomes: *Upon completion of the course, the student will be able to:*

- Identify their personal leadership and management styles and how these potentially affect their performance and success as a Team Leader.
- Build their skills and understanding in how to best provide direction and support to their Members such that they achieve success in their work and develop themselves.
- Promote consultative and group problem solving as strategies for team management and performance.
- Develop their communication skills—in particular listening and giving and receiving feedback –to more deeply understand their Members and what motivates them.

Instructional Strategies:

A) The general course topics include:

Major topics covered in the course are roles and styles of supervision, communication skills and performance feedback, building a cohesive team, conflict management, prioritizing your work, stress management, action planning, and situational scenarios. Methods of instruction include lecture, discussion, classroom exercises (role playing, case studies/scenarios), audio-visual material, module reflections, course practicum, and a final examination.

B) Methods of instruction used in the course:

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Audio Visual Materials | <input checked="" type="checkbox"/> Practical Exercises | <input checked="" type="checkbox"/> Discussion |
| <input checked="" type="checkbox"/> Case Studies | <input type="checkbox"/> Learner Presentations | <input checked="" type="checkbox"/> Classroom Exercise |
| <input type="checkbox"/> Laboratory | <input checked="" type="checkbox"/> Lecture | <input type="checkbox"/> Computer-Based Training |

C) Methods of assessment used in the course:

- | | | |
|--|--|---|
| <input type="checkbox"/> Quizzes | <input checked="" type="checkbox"/> Examinations | <input type="checkbox"/> Written Papers |
| <input checked="" type="checkbox"/> Case Studies | <input type="checkbox"/> Presentations | <input checked="" type="checkbox"/> Performance Rubrics (<i>checklists</i>) |
| <input checked="" type="checkbox"/> Other* | | |

*Please list: Scenarios

D) The method of delivery used in the course:

- | | | |
|--|---------------------------------|---------------------------------|
| <input checked="" type="checkbox"/> Face to Face | <input type="checkbox"/> Online | <input type="checkbox"/> Hybrid |
| <input checked="" type="checkbox"/> Self-Paced | <input type="checkbox"/> MOOC | |

Delivery Definitions:

A **face-to-face** course is one in which instruction is delivered fully on-site with face-to-face interaction between the instructor and student. A face-to-face course may make use of computers, the internet or other electronic media in the classroom.

Students may be directed to online materials provided by publishers, or to other internet accessible sources as part of their course work. A face-to-face course does not use the institution's chosen Learning Management System (Blackboard)

An **online** course is a course that is provided entirely through the institution's chosen Learning Management System. No on-site class meetings are required. Although it is preferred that all assessments occur within an online course, a proctored in-person exam may be required.

A **hybrid** course has fewer in person course meetings than a face-to-face or web-enhanced course. A portion of the course is delivered online and a portion is delivered on-site face-to-face. Blended courses use the institution's chosen Learning Management System for the online portion of the course.

A **self-paced** course allows for enrollment at any time during the semester. They require a contract between the student and instructor. Some courses may take up to one year to complete.

A **MOOC** is a massive open online course which has large-scale interactive participation and open access via the web.

Assignments necessary to pass the course:

- 1) Successful completion of 2 full days of classroom instruction
- 2) Successful completion of 4 Situational Supervision Case Studies/cenarios which are evaluated using a rubric.
- 3) Read Chapters 1, 3, and 4 of Becoming a Better Supervisor which will be covered in the final exam.
- 4) Pass a closed book final exam at 70% or higher.

Minimum Passing Score:

70%

Complete list of textbooks & instructional materials to be used (including authors & publication dates for each):

Becoming a Better Supervisor: A Resource Guide for Community Service Supervisors, National Crime Prevention Council, 1995.

Core Supervisory Skills Workshop Participant Binder, National Crime Prevention Council, 1996

NCCC Team Leader Toolkit, AmeriCorps NCCC, 2006.

DO NOT WRITE BELOW THIS LINE – ACE REVIEW TEAM USE ONLY

Credit Recommendation:

One DuPont Circle, Suite 250, Washington, DC 20036
Phone: (202) 939-9494
Web: www.acenet.edu/credit
Email: creditinfo@acenet.edu

In the vocational certificate category:

In the lower-division baccalaureate/associate degree category:

In the upper-division baccalaureate degree category:

In the graduate degree category:

Reviewer Notes:

Reviewer Names:

