

CATALOG INFORMATION

Dept and Nbr: BMG 64.4      Title: MANAGE EMPLOYEE PERF  
Full Title: Managing Employee Performance  
Last Reviewed: 3/3/2008

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	4	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable  
Grading: Grade or P/NP  
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP  
Also Listed As:  
Formerly:

**Catalog Description:**  
Effectively manage the performance of employees through evaluation and documentation according to legal guidelines. Conduct employee appraisals, provide coaching and counseling, create reward systems, demonstrate progressive discipline, and examine the grievance process.

**Prerequisites/Corequisites:**

**Recommended Preparation:**  
Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: Effectively manage the performance of employees though evaluations and documentation according to legal guidelines. Topics include employee appraisals, coaching and counseling, reward systems, progressive discipline, and the grievance process. (Grade or P/NP)  
Prerequisites/Corequisites:  
Recommended: Eligibility for ENGL 100 or ESL 100  
Limits on Enrollment:

Transfer Credit: CSU;  
Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective: Fall 2008	Inactive: Fall 2014
<b>UC Transfer:</b>		Effective:	Inactive:

### **CID:**

#### **Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **COURSE CONTENT**

### **Outcomes and Objectives:**

1. Distinguish between the job analysis, the job description, and the job specifications.
2. Interpret the hiring timetable and establish a timetable for specific positions.
3. Examine the process for recruitment and reference checking.
4. Differentiate between legal and illegal employment interviews.
5. Develop legal interview questions for specific positions.
6. Conduct an employment interview.
7. Critique characteristics of successful and unsuccessful interviews.
8. Evaluate and appropriately select employee performance evaluation instruments for specific types of positions and demonstrate how to document the performance of an employee.
9. Prepare and conduct an employee appraisal and design steps to improve employee job performance.
10. Demonstrate how to provide effective training, coaching, and counseling.
11. Create appropriate reward and recognition systems for employee performance.
12. Identify and analyze the issues that lead to legal action in the termination process.
13. Describe the negative discipline process and demonstrate how to use progressive discipline.
14. Demonstrate how to properly document discipline.
15. Summarize the steps of a grievance process.

### **Topics and Scope:**

1. Defining the job
  - a. Job analysis

- b. Job description
- c. Job specifications
- 2. Hiring process
  - a. Timetables
  - b. Recruitment process steps for hiring employees
  - c. Reference checking techniques
  - d. Legal vs. illegal interview questions and procedures
  - e. Behavior-based interviewing and other types of interviews
  - f. The employment interview critique process
- 3. Evaluation procedures
  - a. Types of employee evaluation instruments
  - b. Documenting employee performance
  - c. The performance appraisal process
- 4. Steps to improve employee job performance
  - a. Training, coaching, and counseling
  - b. Reward and recognition systems
  - c. Legal issues
- 5. Progressive discipline
  - a. Positive discipline and negative discipline
  - b. Documenting negative discipline
  - c. The grievance process
- 6. Unions and collective bargaining agencies

### Assignment:

- 1. Reading, approximately 30-50 pages per week (or 120-200 total)
- 2. Writing assignments:
  - a. Develop model for interview (3-5 pages)
  - b. Develop model for employee performance review (3-5 pages)
  - c. Develop model for disciplinary process (3-5 pages)
- 3. Skill demonstrations:
  - a. Practice interviews
  - b. Employee performance review
  - c. Disciplinary process
- 4. Case studies (3-5)
- 5. Quizzes (3-4)

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written models for interviewing, discipline process, and employee performance review

Writing  
20 - 30%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Case Studies

Problem solving  
10 - 20%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

See listed skill demonstrations

Skill Demonstrations  
30 - 40%

**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items, Completion

Exams  
20 - 30%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

Classroom Participation

Other Category  
10 - 20%

**Representative Textbooks and Materials:**

Mathis and Jackson. Human Resource Managment: Essential Perspectives. Thomson South-Western Publishing, 2006

and

Instructor prepared materials