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Nota di bibliografia	Includes bibliographical references at the end of each chapters and indexes.
Nota di contenuto	ch. 1. Supervision : the management task -- ch. 2. Community-oriented policing and problem solving : improving neighborhood quality of life -- ch. 3. Interpersonal communications : striving for effectiveness -- ch. 4. Motivation : a prerequisite for success -- ch. 5. Leadership : the integrative variable -- ch. 6. Team building : maximizing the group process -- ch. 7. Change : coping with organizational life -- ch. 8. Performance appraisal : the key to police personel development -- ch. 9. Training, coaching, counseling, and mentoring : helping officers grow and develop -- ch. 10. Discipline : an essential element of police supervision -- ch. 11. Internal discipline : a system of accountability -- ch. 12. Supervising the difficult employee : special considerations -- ch. 13. Supervising minorities : respecting individual and cultural differences -- ch. 14. Tactical operations : critical incident deployment -- ch. 15. Labor relations : problem solving through constructive conflict -- ch. 16. Homeland security and terrorism : a changing role.