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Titolo	Excellence in supervision [[electronic resource]] : essential skills for the new supervisor // Rick Conlow
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Descrizione fisica	1 online resource (118 p.)
Collana	A Fifty-minute series book
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Soggetti	Supervision of employees Electronic books.
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Nota di bibliografia	Includes bibliographical references (p. 109).
Nota di contenuto	<p>""Title""; ""Copyright""; ""About the Author""; ""Preface""; ""Contents""; ""Introduction""; ""PART 1 Getting Started""; ""The Opportunity""; ""Why Do You Want to Supervise Others?""; ""How Do You Transition to Supervisor?""; ""The Definition of a Supervisor""; ""The Role of a Supervisor""; ""The Responsibilities""; ""The Supervisor's Job Description""; ""A Sample Job Description""; ""Management Thought Old versus New""; ""Strategies for Getting Started""; ""PART 2 Managing for High Performance""; ""Performance Management""; ""Setting Expectations and Goals""</p> <p>""How to Establish Clear Expectations""""How to Set Goals""; ""Giving Positive Feedback""; ""Principles of Recognition""; ""Handling Performance Problems""; ""Principles for Giving Constructive Feedback""; ""Counseling Method""; ""Disciplinary Method""; ""Supervising with Flexibility""; ""Relationship Approach""; ""Training Approach""; ""Strategies for Managing Performance""; ""PART 3 Communicating with Others Proactively""; ""Building Interdependent Relationships""; ""Communicating One-on-One with Employees""; ""Benefits of One-on-One Communication""; ""Delegating Tasks""</p> <p>""Communicating with a Team""""Use a Team Approach""; ""Communicating Every Day with Others""; ""Communicating with Your Manager""; ""Strategies for Proactive Communication""; ""PART 4 Coaching for Excellence""; ""The Changing Playing Field""; ""The Best and Worst Supervisors""; ""Coaching Behaviors of Supervisors"";</p>

""Leadership Character""; ""The Coaching Process""; ""Informal Coaching""; ""Formal Coaching""; ""Strategies for Effective Coaching""; ""PART 5 Dealing with Change Positively""; ""A New Paradigm""; ""Organizational Change""; ""The Impact of Change"" ""Communicating Change Effectively"" ""Change-Management Skills""; ""Brainstorming Change Ideas""; ""Guidelines for Brainstorming""; ""The Brainstorming Process""; ""Problem-Solving Techniques""; ""The Problem-Solving Process""; ""Strategies for Managing Change""; ""SUMMARY""; ""Final Thoughts: How Good Can You Be?""; ""Think of the Potential, Not the Problems""; ""Be Action Oriented, Not Apathetic""; ""Stay Proactive, Not Reactive""; ""Author's Notes on the Case Studies""; ""Case Study 1 (page 14)""; ""Case Study 2 (page 40)""; ""Case Study 3 (page 58)""; ""Case Study 4 (page 76)"" ""Case Study 5 (page 94-95)"" ""Recommended Reading""
