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Titolo	Supervising and leading teams in ILS // Barbara Allan
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Nota di contenuto	Title page; Contents; List of figures; List of tables; Acknowledgements; Introduction; 1 The role of team leaders in ILS; Introduction; Working as a team leader or supervisor; Understanding the role and the responsibilities; The context of library and information work; Background to approaches to management; Summary; Reference; 2 Leading and managing the team; Introduction; Managing and leading teams; Team development process; Initial meeting with the team; Team roles; Team leaders and the seven deadly sins; Seven strategies for effective team leaders; Summary; References 3 Confident leadership and supervisionIntroduction; Confident leadership and supervision; The assertiveness model; Emotional intelligence; Problem solving; Managing change; Summary; References; 4 Motivation; Introduction; Introduction to motivation; Psychology of motivation; Managing the people processes at work; Motivating individuals and the whole team; Common questions about motivational traits; Summary; References; 5 Managing the work; Introduction; Managing the work environment; Analysing the work; Managing routine work; Managing projects; Supervising staff Reviewing the work of the teamSummary; References; 6 Communication skills; Introduction; Communications in organizations; Communicating

with the team; Leading successful meetings; Listening skills; Presentation skills; Using virtual communication tools; Summary; Reference; 7 Managing and leading complex teams; Introduction; Working in collaborative and multi-professional teams; Leading and managing the partnership team; Leading and managing diverse teams; Virtual teams; Summary; References; 8 Human resource management; Introduction; Human resource management; Recruitment and selection InductionPerformance management and appraisal; Disciplinary policy and procedures; Grievance policy and procedures; Health and safety at work; Handling absenteeism; Equal opportunities and diversity policies and practices; Summary; References; 9 Workplace learning and training; Introduction; Context of workplace learning; Management of workplace learning; Workplace learning cycle; E-learning; Coaching; Reflection; Summary; References; 10 Personal and professional development; Introduction; Looking after yourself; Managing your work/life balance; Time management; Personal and career support Professional networksCommunities of practice; Personal portfolios; Summary; References; Further reading; Index

Sommario/riassunto

Provides a practical guide to supervisory skills, suitable for team leaders and supervisors in library and information work. Illustrated by examples and case studies from different types of ILS, this book offers self-assessment audits and other activities to enable the reader to relate the tools and techniques to their own work situation.
