

1. Record Nr.	UNINA9910790986703321
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Titolo	Supervising and leading teams in ILS // Barbara Allan [[electronic resource]]
Pubbl/distr/stampa	London : , : Facet, , 2007
ISBN	1-85604-989-2
Descrizione fisica	1 online resource (xvii, 204 pages) : digital, PDF file(s)
Disciplina	023/.9
Soggetti	Library personnel management Library employees Supervision of employees Integrated library systems (Computer systems)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from publisher's bibliographic system (viewed on 05 Jul 2018).
Nota di bibliografia	Includes bibliographical references and index.
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

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## Sommario/riassunto

Anyone wishing to be a successful supervisor must learn the interpersonal skills of communication, assertiveness and motivation in order to build a successful team with a positive ethos. This book provides a practical guide to supervisory skills for team leaders and supervisors in library and information work. Although reference is made to relevant management concepts, its strength is that it translates theory into practice, and the focus is decidedly on the latter. This is very much a 'how to' guide for anyone wishing to develop a supervisory role in an ILS context. Each topic is covered in a practical and down-to-earth manner, and is illustrated by examples and case studies from different types of ILS. The text also offers self-assessment audits and other activities to enable the reader to relate the tools and techniques to their own work situation. Key topics covered are: the role of team leader in ILS; leading and managing the team; confident leadership and supervision; the psychology of motivation; managing the work; communication skills; managing and leading complex teams; human resource management; workplace learning and training; and, personal and professional development. This is an essential tool for new and aspiring supervisors and team leaders in ILS, and for more experienced supervisors who wish to dip into it to refresh their approach. It will also be of great value to ILS students.

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