

1. Record Nr.	UNINA9910810466603321
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Titolo	Excellence in supervision : essential skills for the new supervisor // Rick Conlow
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp Learning, c2001
ISBN	1-4175-2070-1
Descrizione fisica	1 online resource (118 p.)
Collana	A Fifty-minute series book
Disciplina	658.3/02
Soggetti	Supervision of employees
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
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""; ""Leadership Character""; ""The Coaching Process""; ""Informal </p>

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"
