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Autore	Conlow Rick
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"

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## Sommario/riassunto

This book will show you how to gain the respect and support of your employees, use coaching skills to help others excel and accomplish goals, deal effectively with changing times and confusing situations, communicate confidently with your employees, peers, and manager, and establish expectations for high performance.

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