

EFFECTIVE SUPERVISORY MANAGEMENT

Enhance the effectiveness of your supervisors

- Learn the art of delegation and giving orders
- Get more done through time management
- Exercise authority effectively
- Handle and prevent problems with people
- Train and motivate people to a higher level of productivity
- Develop the potential of employees

ONE: Successful Managers and Leaders are Made - Not Born

Building on the Base of Success
The Slight Edge
The Purpose of Leadership Development
The Definition of Success

FIVE: Decision Making and Problem Solving

The Responsibility of Leadership
The Manager as Decision Maker
The Problem Solver
Taking Risks
The Art of Giving Instructions

TWO: Exercising Authority Effectively

The Source of Authority
A Positive Approach to Discipline
Planning, Preparing, and Preventing
Accountability
Taking Corrective Action
Handling More Serious Problems

SIX: Motivating People to Produce

Understanding Motivation
Traditional Methods of Motivation
Attitude Motivation
Using the Power of Informal Groups
Developing a Motivation Plan

THREE: Improving Results Through Better Time Management

The Value of Time
Managing Your Time
Managing the Time of Others
Maximizing Time Use
The Benefits of Time Management

SEVEN: Handling and Preventing Problems with People

Opportunity in Every Difficulty
An Ounce of Prevention
Attitudes for Problem Prevention
Separating Organizational and Personal Problems
Productive Handling of Problems Involving People
Dealing with Irrational Behavior

FOUR: The Art of Delegation

What Is Effective Delegation?
Attitudes for Delegation
Levels of Delegation
Feedback on Performance
Upward Delegation

EIGHT: Developing the Potential of People and Training Them

The Key to Increased Productivity
Training and Developing the Right People
The Benefits of Training and Developing People
Principles of Learning
The Development and Training Process
Your Attitude Toward Training and Development
The Manager and the Bottom Line