

Supervision



In today's business, the supervisor or team leader is the main link between the organization's goals and the people who are responsible for the daily activities that make those goals a reality. Because of the necessary and integral role that this position plays, it is obvious that good supervisors and team leaders are key to the success of any organization.

Many decisions required within this role every day affect profits, productivity, service levels, as well as attitudes, and morale. With a role and function of this magnitude, it would seem logical that the process of becoming a supervisor and team leader would require years and years of training. However, most supervisors and team leaders have had little or no training in the required skills. Almost universally, today's supervisory force is made up of men and women who have been promoted from being a super-worker to being a supervisor or team leader.

A Process for Results

Supervisory Development is a process that makes supervisor and team leadership development not only possible, but also eminently profitable. Individually, each supervisor and team leader reflects the proficiency of a specialized knowledge. Together, they form a powerful force that assures the achievement of organizational goals through its people. ■

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Essential Element No. 1

Attitude Development:

Attitude is the basis of all individual behavior. The effectiveness of a supervisor or team leader will depend on their behavior in a given situation. Improved results and productivity begins by developing the attitudes that govern the person's behavior.

Essential Element No. 2

Behavior Management Skills:

Better than 50% of a supervisor's or team leader's time is spent managing other people. To be effective in this role, it is important that the individual develop the skills necessary to effectively communicate and maximize productivity.

Essential Element No. 3

Goal Accomplishment:

A supervisor or a team leader not only sets goals but also needs to determine how they will be achieved, what obstacles must be overcome in the process, and the time line necessary. The Supervisory process provides a proven goal accomplishment model that can be immediately applied to any organization.

Critical Issues Covered Within This Process

- The Roles and Functions of a Successful Supervisor or Team Leader
- Effective Organizational & Personal Goal Setting
- Developing Confidence
- Managing and Controlling Your Use of Time
- Understanding Human Needs
- Motivating Improved Performance
- Creating an Environment for Growth
- The Art of Listening
- Taking Corrective Action
- Delegation
- Decision Making
- Problem Solving

The Results are Measurable

- Dynamic Teams
- Lowered the Costs of Doing Business
- Strengthened Individual
- Motivation to Perform
- Increased Revenues
- Increased Profitability
- Added Value to Processes

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