

EFFECTIVE SUPERVISORY MANAGEMENT®

Create a High Performance Organization

- 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

<p><i>ONE: Successful Managers and Leaders are Made— Not Born</i></p> <ul style="list-style-type: none">▪ Building on the Base of Success▪ The Slight Edge▪ The Purpose of Leadership Development▪ The Definition of Success	<p><i>FIVE: Decision Making and Problem Solving</i></p> <ul style="list-style-type: none">▪ The Responsibility of Leadership▪ The Manager as Decision Maker▪ The Problem Solver▪ Taking Risks▪ The Art of Giving Instructions
<p><i>TWO: Exercising Authority Effectively</i></p> <ul style="list-style-type: none">▪ The Source of Authority▪ A Positive Approach to Discipline▪ Planning, Preparing, and Preventing▪ Accountability▪ Taking Corrective Action▪ Handling More Serious Problems	<p><i>SIX: Motivating People to Produce</i></p> <ul style="list-style-type: none">▪ Understanding Motivation▪ Traditional Methods of Motivation▪ Attitude Motivation▪ Using the Power of Informal Groups▪ Developing a Motivation Plan
<p><i>THREE: Improving Results Through Better Time Management</i></p> <ul style="list-style-type: none">▪ The Value of Time▪ Managing Your Time▪ Managing the Time of Others▪ Maximizing Time Use▪ The Benefits of Time Management	<p><i>SEVEN: Handling and Preventing Problems with People</i></p> <ul style="list-style-type: none">▪ 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
<p><i>FOUR: The Art of Delegation</i></p> <ul style="list-style-type: none">▪ What Is Effective Delegation?▪ Attitudes for Delegation▪ Levels of Delegation▪ Feedback on Performance▪ Upward Delegation	<p><i>EIGHT: Developing the Potential of People and Training Them</i></p> <ul style="list-style-type: none">▪ 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