

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