



## Achieving Supervisory Excellence: Be the Leader Your People Need (Series: Viva-Crisp Fifty-Minute)

By Doug Watsabaugh, Rick Conlow

Viva Books, 2011. Softcover. Book Condition: New. First edition. Business is moving faster. The economy is getting tougher. Competition is more intense. Simply put: the need for excellent supervisors is stronger than ever before. Become the supervisor your company and your people need right now. Learn how to be more effective and how to significantly increase the productivity, and performance of your employees. Achieving Supervisory Excellence presents skills and strategies to both achieve and inspire greatness. You'll learn how to: ? Establish high performance goals and plans ? Become a flexible and proactive supervisor ? Persuade others with positive encouragement ? Create and environment of excellence Contents: Part 1: Establish High-Performance Goals ? The High-Performance Formula ? Team Goals and Planning ? Employee Goals and Planning ? Part Summary ? Part 2: Persuade Positively ? Influence Positively ? Build Trust and Rapport ? Listen Effectively ? Part Summary ? Part 3: Solve Problems Proactively ? Performance Problems ? Conflict Problems ? Part Summary ? Part 4: Supervise with Flexibility ? Situational Supervising ? Part Summary ? Part 5: Lead a High-Energy Work Environment ? Praise, Recognition, and Celebration ? Energizing Your Team ? Part Summary ? Appendix ? Appendix to...



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