

Modern Supervision

Chapter 1:

The Supervisor's Role and Making Decisions

Learning Objective

After completing this section, you should be able to:

- Identify the titles, roles and skill sets of supervisors.

Recognize different decision making processes and beneficial aspects of each.

Chapter 2:

Objectives, Supervisory Planning and Control

Learning Objective

After completing this section, you should be able to:

- Recognize examples of how to improve work objectives and the concept of management by objectives (MBO).
- Recognize the planning process and the supervisor's role in planning.

Chapter 3:

Organizing, Delegating, and Communicating

Learning Objective

After completing this section, you should be able to:

- Identify the rationale behind organizational structure, and recognize how roles and individuals interact within the structure.
- Recognize ways to improve communication within the organization.

Chapter 4:

Motivation and Employee Development

Learning Objective

After completing this section, you should be able to:

- Recognize different motivation theories and strategies.
- Identify examples of training experiences.

Chapter 5:

Building Team Effort, Counseling and Appraising

Learning Objective

After completing this section, you should be able to:

- Recognize the steps necessary to improve team productivity.
- Identify ways to help counsel employees and recognize the value and attributes of performance appraisals.

Chapter 6:

Handling Absenteeism, Tardiness and Conflict

Learning Objective

After completing this section, you should be able to:

- Identify the root cause of absenteeism and tardiness problems.
- Recognize the effects of conflicts within an organization.

Chapter 7:

Discrimination and Supervising Problem Employees

Learning Objective

After completing this section, you should be able to:

- Identify the regulations and the enforcement policies governing diverse groups.
- Recognize different methods for confronting problem employees.

Chapter 8:

Labor Contracts and Discipline Issues

Learning Objective

After completing this section, you should be able to:

- Identify the elements within a labor contract and recognize how to minimize labor grievances.
- Recognize the reasons for disciplinary action and the disciplinary steps a supervisor can take.

Chapter 9:

Reducing Costs and Supervising Safety

Learning Objective

After completing this section, you should be able to:

- Identify typical cost categories and cost reduction strategies.
- Identify unsafe conditions in the physical environment and ways to help prevent accidents.

Chapter 10:

Ethics and Organizational Politics

Learning Objective

After completing this section, you should be able to:

- Identify different ethical standards and elements of organization politics.

Chapter 11:

Managing Supervisory Time and Self-Development Programs

Learning Objective

After completing this section, you should be able to:

- Identify ways to establish good work habits and improve time usage.
- Identify self-development programs for career advancement.