

Supervision: Concepts & Skill Building

4th Edition

Keep Your Supervisors Up to Date and On Target!

For anyone in a supervisory position (or preparing to assume one), Supervision provides a complete and up-to-date learning program, covering all relevant supervision topics in a real-life setting.

Supervision: Concepts and Skill Building prepares you to be a supervisor. It is based on the premise that organizational variables like the nature of the workforce, computer and communication technology, and the design of the organization structures are changing perhaps more rapidly than at any other time in history. All of these factors have a direct influence on the supervisory role of today. The text's major parts include "What is a Supervisor?," "Modern Supervision Challenges," "Functions of the Supervisor," "Skills of the Supervisor," and "Supervision and Human Resources." You'll find quality presentations on high quality, working with teams, and meeting ethical standards. Exciting chapters on managing diversity, problem solving and decision-making, and the impact of the law will add to your understanding of the supervisory function. A new discussion of the modern potential of the Internet will preview how technology and the Internet are used within the supervisory function today. Presentations include new millennium ideas as virtual teams, virtual organizations, email, PALMs, cellular phones, wireless Internet connections and how supervisors use these tools in today's marketplace. Other benefits include:

- Examining the role of the supervisor-including diversity, planning, organizing, delegating, leading, and managing quality
- Helpful strategies for communication, problem-solving, decision-making, employee motivation, improved technology, resource management, and conflict resolution
- Guidance on selection, training, and appraisal of employees
- Preparation for dealing with a variety of special challenges.

Supervision: Concepts and Skill Building, McGraw-Hill/Irwin, 4th Edition

A new feature with this edition is found in every chapter called "Across Industries". This new box highlights examples of supervisory challenges in a variety of different industries to provide motivation and to stimulate ideas in the reader. The materials also include many learning helps, such as chapter outlines, definition of terms, figures and tables, and tips from the firing line, as well as self-quizzes, review and discussion questions, class exercises, case studies, and a complete glossary.

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Instructor's Manual

Softbound, 538 pages, © 2002, plus Test Bank, © 2002

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