

# SUPERVISION



In today's business, the supervisor or team leader is the main link between the organization's goals and the people who are responsible for the daily activities that make those goals a reality. Because of the necessary and integral role that this position plays, it is obvious that good supervisors and team leaders are key to the success of any organization.

Many everyday decisions required within this role effect profits, productivity, service levels, as well as attitudes, and morale. With a role and function of this magnitude, it would seem logical that the process of becoming a supervisor and team leader would require years and years of training. However, most supervisors and team leaders have had little or no training in the required skills. Almost universally, today's supervisory force is made up of men and women who have been promoted from being a super worker to being a supervisor or team leader.

## METHOD FOR RESULTS

The Supervision process that makes supervisor and team leadership development not only possible, but also eminently profitable. Individually, each supervisor and team leader reflects the proficiency of a specialized knowledge. Together, they form a powerful force that assures the achievement of organizational goals through its people.

## NECESSARY INGREDIENTS

### Attitude Development

Attitude is the basis of all individual behavior. The effectiveness of supervisors or team leaders will depend on their behavior in a given situation. Improved results and productivity begins by developing the attitudes that govern behavior.

### Behavior Management Skills:

Better than 50% of a supervisor's or team leader's time is spent managing other people. To be effective in this role, it is important that the individual develop the skills necessary to effectively communicate and maximize productivity.

### Goal Accomplishment

A supervisor or a team leader not only sets goals, but also needs to determine how they will be achieved, what obstacles must be overcome in the process, and the time line necessary. The Supervision process provides a proven goal accomplishment model that can be immediately applied to any organization.

## CRITICAL PROCESS ISSUES

- The Roles and Functions of a Successful Supervisor or Team Leader
- Effective Organizational and Personal Goal Setting
- Developing Confidence
- Managing and Controlling Your Use of Time
- Understanding Human Needs
- Motivating Improved Performance
- Creating an Environment for Growth
- The Art of Listening
- Thing Corrective Action
- Delegation
- Decision Making
- Problem Solving

## Definable Results

- Dynamic Teams
- Lowered the Costs of Doing Business
- Strengthened Individuals
- Motivation to Perform
- Increased Revenues
- Increased Profitability
- Added Value to Processes

***“Supervisory development is a process that makes supervisor and team leadership development not only possible, but also eminently profitable.”***

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