



Effective Supervision: A Guidebook for Supervisors, Team Leaders, and Work Coaches

David L. Goetsch

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Containing ten years of experience, this complete “seminar in a book” includes success tips for supervisors, and “hands-on, real-world” activities that teach the many and varied skills necessary for success in today's workplace. It develops individuals who know not only about supervision, but who know how to supervise. Chapter topics cover leadership, facilitating change, communication, ethics, motivation, decision making and problem solving, performance appraisal, employee complaints, workplace violence, legal issues, training, health and safety, staffing, and team building and teamwork. For supervisors, team leaders, and work coaches—for on-the-job training, business and industry seminars, and distance learning.

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