

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front-line employees, and have a dramatic impact on employee performance and behavior. Supervisors are considered agents of their organizations, and have corresponding power and accountability. They represent the company 24 hours a day, and must be informed and aware of legal considerations affecting the supervisory role. Supervisors must be able to communicate top leadership's vision to their team members and help employees understand their role in accomplishing that vision.

Supervisors must be able to get work done through others to be effective, so they must understand how to motivate others, especially those that share different values and beliefs. A supervisor's ability to direct the work of their team members has a definite impact on their organization's bottom line. Whether it is a business, professional practice, healthcare facility, or a government agency, success comes to organizations that train and prepare their supervisors in effective leadership skills. It's no longer okay to shoot from the hip; supervisors are members of the management team and must be prepared for their leadership roles.

High-performance organizations have realized the competitive edge that well-trained supervisors provide, and are dedicated to developing employees with the skills to meet the challenges of the changing marketplace. Organizations that place a high value on growth and productivity realize the role that training plays in developing their workforce. Their proactive approach to employee skills development helps them leverage effective supervisory skills as a strategic advantage. This module is about the following:

- The Effective Supervisor
- Legal Considerations for New Supervisors
- Leadership and Vision
- Motivating Others
- Enhancing Your Supervisory Skills

We believe that the most successful organizations in the 21st century will be those with employees who know how to respond to the demands of leading others. We are confident that your completion of this module will help you identify and develop skills that are essential to representing the organization effectively and providing leadership that makes a difference. We want you to take away skills and tools that assist you in providing the type of supervision that differentiates your organization in the marketplace. Making the development of effective leadership skills a number one priority is a sound business decision that will have a positive impact on your organization's bottom line.