

First-level leadership: supervising in the new organization

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Abstrak

First-level management?it?s where the most critical leadership needs must be met! Now more than ever, leadership is the determining factor in successful organizations. Building and sustaining a competitive advantage requires leadership at all levels, not just the top. First-level supervisors are in a unique position to provide this new leadership. This book has been developed for the first-level supervisor charged with providing leadership in a dynamic business environment. Using assessments, activities, and case studies, you?ll learn how to manage the transition from supervisor to first-level leader, motivate and retain employees, lead with impact and influence, manage project and virtual teams, lead for competitive advantage, and craft and implement a plan for managing change. You?ll learn the attitudes, skills, and behaviors needed to lead and prosper in your organization. You will learn how to: ? Make the shift from supervisor to first-level leader ? Identify key retention factors and create a climate for motivating and retaining employees ? Recognize and implement key influence strategies ? Build, lead and motivate project and virtual teams for marketplace success ? Identify and exceed customer expectations ? Plan for process improvement and strive for added value ? Manage the scope and speed of change ? Identify strategies to help you develop influence and communicate your vision ? Master techniques to help you better understand your organization?s business, meet customer expectations, and ensure greater productivity and efficiency. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.