

# **CHOOSE THE MODULE TO DEVELOP BETTER SUPERVISORS**

## **PART 1 – HOW TO DEAL WITH UNIONS SUCCESSFULLY.**

- 1) When and how to overcome seniority rights
- 2) Contending with work standards and unions
- 3) How to revise work rules.
- 4) Techniques to restrict bumping
- 5) Getting the 'Incidental' Work done
- 6) Controlling use and abuse of production incentives
- 7) Handling Refusals to work due to 'Unsafe' conditions.
- 8) How to handle willingness to strike attitudes
- 9) Monitoring shop stewards' duties and rights
- 10) How to live with different types of union shops
- 11) How to keep unions outside of the door
- 12) Cautioning the Chief Steward that Japan is closing in.

## **PART 2 – HOW TO IMPROVE PRODUCTIVITY QUICKLY.**

- 1) Overcoming the bottleneck employees fast
- 2) How to really fight absenteeism
- 3) Techniques to handle peak workloads more easily
- 4) How to quickly increase subordinate job output by 10%
- 5) Ways to avoid production control SNAFUS
- 6) How to get the work out during a panic
- 7) Secrets of interviewing to obtain better workers
- 8) When and how to use nonmonetary employees Rewards
- 9) Instilling dependability in subordinates
- 10) New technique to improve productivity by rewards
- 11) How to channel overtime for more productivity
- 12) Getting and using the benefits of cross – training
- 13) When to promote the capable person against higher level advice
- 14) How to use off-volume time more productively
- 15) Which panic buttons work best
- 16) Getting the most disadvantages of promoting from outside
- 17) Handling the disadvantages of promoting from outside.
- 18) How to pirate good people to your shop
- 19) Reducing time wasted on pesky salesmen
- 20) Speeding up the slow learner
- 21) How to really influence subordinates.

## **PART 3 – HOW TO REDIRECT EMPLOYEES WITH PROBLEMS**

- 1) What to do about the antagonistic subordinate
- 2) How to handle the anti-managerial employee
- 3) Stopping employee pranksters once and for all
- 4) How to help the Anti-social employee
- 5) Getting the tardy employee in on time
- 6) Putting goof-offs and goldbricks to work
- 7) New techniques to use on the alcoholic employee

- 8) Reducing the impact of the error-prone employee
- 9) Catching and educating mister foul mouth.
- 10) How to deal with insubordinate subordinates
- 11) Outsmarting the slick subordinate
- 12) When and how to control the petty theft suspect
- 13) Redirecting a poor attitude employee
- 14) New techniques for handling time wasters
- 15) How to control employees who don't keep their hands to themselves.
- 16) Getting the benefits of reducing employee moonlighting
- 17) How to combat complaints about salary
- 18) when and how to promote the reluctant employee
- 19) Techniques for demoting the poor performer
- 20) How to fire the tough problem employee.

#### **PART 4 – HOW TO CUT RED TAPE AND GET THE WORK OUT**

- 1) Proven techniques to expedite a panic project
- 2) How to expedite requisitions and requests
- 3) Ways to reduce equipment down time
- 4) Quick ways to transfer paperwork to someone else
- 5) How to save time on supervisory communication
- 6) Ways to handle equipment shortages
- 7) Improved techniques to orient new departmental employees
- 8) How to simplify report preparation quickly
- 9) Fast ways to reduce clerical errors
- 10) How to use pro-forma reporting shortcuts
- 11) Ways to save on rework effort
- 12) Tricks to finding alternative work methods
- 13) How to keep working despite supply shortages
- 14) Using employees with commitment for better results
- 15) Cutting down on front office staff red tape
- 16) How to overcome adverse personnel policies
- 17) Speeding up slow learners –New techniques
- 18) How to contend with low budgets

#### **PART 5 – HOW TO OBSERVE EMPLOYEE RIGHTS WHILE PROTECTING MANAGEMENT PRIVILEGE.**

- 1) Protecting the company from employee legal action
- 2) Dealing with affirmative action – new techniques.
- 3) Who is entitled to severance pay – how much?
- 4) eliminating sex – oriented abuses
- 5) Dealing with employer rights and employee privacy
- 6) When and how to penalize employee violators of safety rules
- 7) What exactly can you ask job applicants?
- 8) How to protect the company against wrongful discharge litigation
- 9) Meeting the obligation to protect employee property
- 10) How to explain social security to employees
- 11) Handling of employees when operations cease
- 12) How to control undue personal leave – New techniques
- 13) How far can a supervisor be social with a subordinate?

## **PART 6 – TECHNIQUES FOR BEING A SUCCESSFUL SUPERVISOR.**

- 1) Gaining quick recognition as a leader
- 2) how to use politics as a supervisory tool
- 3) Learning necessary computer techniques quickly
- 4) What to delegate supervisory responsibilities successfully.
- 5) How to delegate supervisory responsibilities successfully.
- 6) Beware of the expert – he can cause trouble.
- 7) Ways to enhance a supervisor's reputation
- 8) How to say 'No' in order to improve leadership
- 9) Practical techniques for handling a new department
- 10) How to get more authority
- 11) Taking more responsibility for the department.
- 12) How to get fellow supervisors to provide more cooperation
- 13) When to take a break for health's sake
- 14) When to call it a day and go home
- 15) How to keep improving skills – what did you learn today?
- 16) Techniques to sell yourself as a supervisor.
- 17) How to quickly increase supervisory authority
- 18) Ways to increase self-training for promotion.
- 19) How to avoid being the forgotten supervisor
- 20) Instructions for job survival

## **PART 7 – HOW TO CONTROL ADVERSE SITUATIONS**

- 1) Keeping your personal control – no matter what
- 2) Controlling loans to subordinates
- 3) How to make a subordinate lose face
- 4) New ways to reduce waste
- 5) How to counter Murphy's Law – at last
- 6) When and how to retreat from a bad situation
- 7) Handling employee complaints about air conditioning
- 8) Avoiding being a problem supervisor
- 9) why you should seldom be satisfied with the work
- 10) Avoid rating the employee – rate his performance
- 11) Dealing with profanity used against the supervisor.
- 12) How to keep confidential papers confidential
- 13) When and how to defend illogical company policies
- 14) Controlling the effects of stress on the supervisor.
- 15) Deflecting the arrows that supervisory pioneers get
- 16) How to handle a raise request
- 17) Reducing lost time at retirement parties
- 18) Turning good people around who want to leave
- 19) How to keep out trespassers
- 20) Keeping beer off the premises
- 21) How to leave for a better supervisory job

## **ACTION CHECKLISTS FOR SAVING A SUPERVISOR'S TIME**

- a) Quick quiz to improve supervisor performance
- b) Quiz to improve promotion chances for a supervisor

- c) Checklist for wheeling and dealing with other supervisors
- d) Action steps for climbing the management ladder
- e) Checklist for issuing instructions to employees
- f) Action checklist for quickly improving departmental performance
- g) Checklist for improving written communications
- h) Checklist of nonmonetary performance incentives
- i) Steps for improving safety in your department
- j) Guide to indications of employees with personal problems
- k) Checklist for handling problem employees.
- l) Checklist for handling professional personnel
- m) Quick quiz to reduce subordinate indifference
- n) Preparation checklist for an anticipated strike
- o) Checklist for improving equipment usage
- p) Checklist for increasing subordinate work motivation
- q) Action checklist to promptly zap employee – created errors.
- r) Checklist for easing high employee turnover.
- s) Steps for welding a group of employees into a team
- t) Checklist of What Office Workers Say They Need To Do A Better Job
- u) Checklist of recognizing a valuable employee
- v) Checklist for rating a subordinate
- w) Checklist of increasing signs of alcoholism on the job
- x) Checklist of what is important to workers and supervisors.
- y) Checklist to show employees that the supervisor has an interest in them
- z) Checklist of items that will kill a career in supervision fast.