

INTRODUCTION

MODULE 28

Inspecting What You Expect

The job of the manager is to get things done through others. Your ability to organize the work and to supervise your staff effectively to get the job done on schedule and on budget is the key to your success as a manager.

No one is born with the skills of management. These skills are all learned. Your ability to supervise others can be greatly improved by learning what other excellent managers have discovered over the years and by applying these principles and ideas to your interactions with your subordinates.

The most important management quality is flexibility. The more different mental tools and skills you have to get the most and the best out of your people, the more flexible and therefore, the more effective you can be as a manager.

In this program, you will learn how to get your people to perform at higher levels than ever before.

“Practice *tip of the*

iceberg thinking.

Treat every

unexpected event

as if it were an

indication of a trend.”

WHAT YOU WILL LEARN IN THIS SESSION

“Continually seek ways to increase productivity, performance and output.”

1. The factory model of productivity;
2. Determining key result areas for others;
3. Standards of excellent performance;
4. The three qualities of the best bosses;
5. Management by objectives;
6. The manager as teacher;
7. Delegating decision-making;
8. Inspecting what you expect;
9. The breakfast of champions;
10. Five keys to excellent supervision.