

# Supervision



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SUPERVISION: CONCEPTS AND PRACTICES OF MANAGEMENT, 11E helps readers develop the key supervisory skills that will make the difference in today's rapidly changing business world. This comprehensive, single source for supervision success combines proven, traditional management principles and up-to-the-minute leadership insights with innovative, everyday practices and proven skill-building applications. The latest edition taps into the author's wealth of first-hand business experience to explore some of today's most pressing business topics, including globalization, managing through economic turbulence, transitional and temporary workers, virtual employees, technology and its effects on supervision, outsourcing and downsizing, diversity, and ethics. Readers experience, rather than simply read about, today's supervisory challenges as captivating cases as well as new video cases from actual well-known organizations throughout the text place students into the role of supervisor. Exercises and memorable examples help them better understand and refine interpersonal communication, decision-making, conflict resolution and the other supervisory skills most important for leading individuals and teams to success.

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