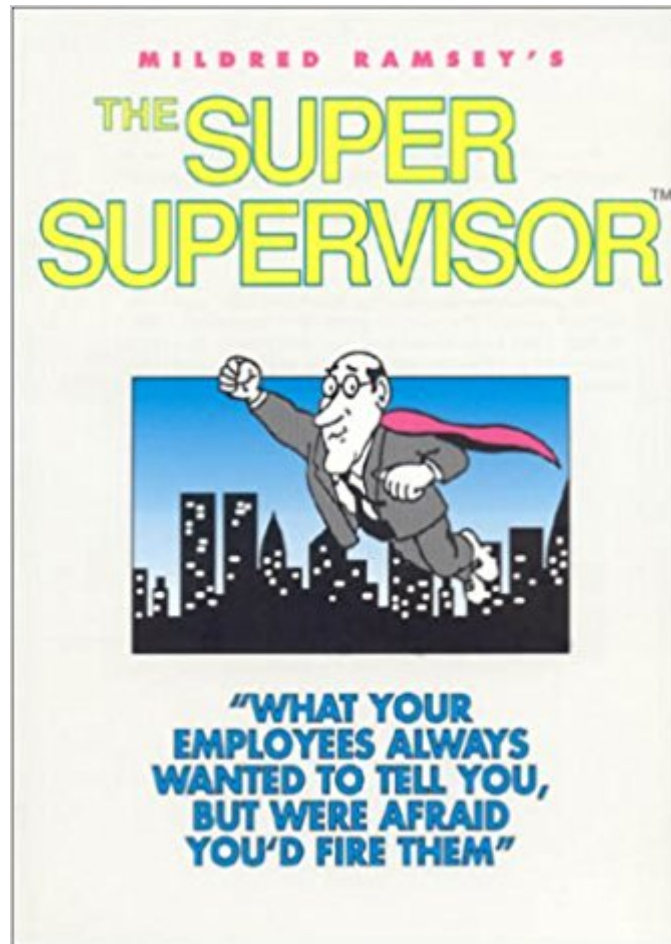




The book was found

The Super Supervisor



Synopsis

"Winning the hearts and minds of your workers and others in your world" The Super Supervisor Book, with over 200,000 users has become required reading for all supervisors in many of the top companies. By teaching how to win the hearts and minds of their workers, Super Supervisors know how to tap the full potential of their employees. An ordinary supervisor is a boss. A Super Supervisor is a leader. People avoid bosses, they follow leaders. ã The "Gap" between the employee and management ã The two statements supervisors make on the job everyday before you have said a word. (Attitude and Appearance) ã Using the 7 C's (Courtesy, Concern, Compassion, Consideration, Consistency Control, and Caring). ã The 3 R's of motivation (respect, recognition, re-enforcement). ã The 3 V's of good employee/supervisor relationships (viable, vocal, visible) ã The 2 A's of good coaching (being approachable and available) ã Discipline. Correcting without condemning. This program will make leaders out of supervisors. It will make those who already are leaders become more effective leaders. It is down to earth, practical and entertaining. The principles learned here will improve your business relationships and personal relationships as well.

Book Information

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Customer Reviews

A straightforward, interesting book that will have a tremendously beneficial effect on our organization's...a real contribution to this country. -- Roger Milliken Chairman, CEO, Milliken & Company. 1987 Learn the 7 C's, the 3 R's, the 2 A's. You be a better manager, husband/wife,

son/daughter or friend. -- Jan Stover, President Stover enterprises Super Supervisors learn how to win the hearts and minds of our workers…and their hands will follow. -- Doug Ramsey, COO Positive Presentations, Inc. This book is pure gold -a must for every leader from front line supervisor to chairman of the board. -- Philip J. Lawson -Wimberley and Associates Law Firm This book is pure gold. A must for everyone in leadership positions from the line supervisor to the CEO -- Philip J. Lawson -June 2002 Wimberley and associates Law Firm This book is required reading for all supervisors. It equips them to deal with the difficult "people" issues they face. -- Joyce Thomas, President JAT Graphics

The Super Supervisor Book is a winner with over 200,000 copies in circulation and has become the basic training book on Leadership, Communications and Human Relations. It is a great desk reference to help all supervisors in dealing with difficult emotional issues with their employees.

I was required to read this book for a graduate leadership course I was enrolled in. I found her style to be a little outdated and overly candied. She speaks a lot from personal experience, but from the point of view of an employee and not a successful supervisor. I didn't like how the chapters were split up; there were often 1 and 2 page chapters. Much of the material was repetitive and could have been condensed. Sorry to say, I would not recommend this.

really not the best book ever. this is kind of old-school thinking and you can tell its from the 80's. I had to get these for a class I was teaching, as it was required for the course, and I wasn't impressed. I almost didn't want to give them out. Do a little research & get something else that's more up to date.

The relevance to now is mind-blowing! Everyone really should read this book! It's that good and bonus there's less than 200 pages so you'll finish it in no time and be able to start implementing things right away!

I received the item swiftly and the item was in great shape. I am impressed each time I make an order with the quality and service I receive. This book is a textbook for a course at the University, so it was important that it arrived within my timelimit. Thank you!

Received what was presented

Down to earth common sense kind of resource. Helpful tips for looking at things from the employees point of view.

Several years ago, I attended a leadership conference and saw the author in action, as a breakout session speaker. I bought *The Super Supervisor* that day, and she signed it with a lovely message. It is the book I kept referencing once I entered management a year or two later, and she is one of the few presenters I can vividly remember after 15 years of attending numerous seminars and reading many management books. Her approach is from the labor side, after many years of working in production at a mill. My best guess is that some readers of today don't identify with factory work, which is weaved into her story as she tells what 42 years of observation taught her. Common sense and leading by example are never outdated, in my opinion. Mildred spells out how to bring positivity to the workplace, in simple ways that can be applied in most any type of business.

This is an excellent book for new and old supervisors. It was referred to me by a friend who loaned the book to me. I enjoyed it and learned so much from it that I bought one for each of my mid-level managers at my job (a total of eight people). It gives good, short, home-hitting examples of what people want from their supervisors. Little examples that pack a big punch! And when you begin to apply what you learn from this book, it really makes you feel good about being a manager and about your people...it helps you to see your employees in a different light. A must read to be a successful manager of people.

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