



EIGHT STEPS TO EFFECTIVE SUPERVISORY MANAGEMENT

When an employee gets promoted to a supervisory level position or becomes an entrepreneur, he/she discovers that none of his/her previous, “on-the-job” training can guarantee him/ her success in this new position.

And no wonder! In his/her previous (subordinate) position, he/she was responsible for his/her own (somewhat) limited area of responsibility. Now, suddenly, he/she becomes a “manager” and the contents of his/her job changes completely! Now, instead of being a “follower”, he/she has to be a “leader”. One expects from him/her that he/she will start functioning effectively in numerous new key result areas, areas in which he/she has had little or no experience in the past; areas which he/she may not even be familiar with!

What are we specifically talking about here? He must:

1. PLAN – Can he prepare to overcome obstacles before they occur? Can he develop clearly defined objectives and then make sure that (he AND) his subordinates reach them?
2. ORGANIZE – Can he combine the right amount of time, manpower and funds for any given project, while keeping waste to a minimum?
3. CONTROL – Can he keep tabs on his subordinates and their work, without trying to “do it all by himself”?
4. SET PERFORMANCE STANDARDS – Can he determine what results he, as a supervisor, has the right to expect from his subordinates?
5. APPRAISE PERFORMANCE – Can he assess the performance and the value of each employee to his organization?
6. COMMUNICATE – Can he indicate to his subordinates precisely what he wants? Can he maintain a liaison with his own supervisors?
7. MOTIVATE – Can he get that “extra” effort from his subordinates, without compromising employee morale?
8. APPLY DECISION MAKING TECHNIQUES – Every action (of any consequence at all) that a supervisor takes, involves a decision making process in order to arrive at an effective decision which will achieve the desired results?

How does a manager or an entrepreneur pass the above 8 tests? Some, of course, never do! Others do it by trial and error; by making mistakes and (hopefully) by profiting from them.



But there is a more efficient way than the one above! We can prepare our managers and ourselves for our job by preparing to “manage”. This means: preparing to plan, to organize and to control; preparing to communicate and to motivate more effectively; preparing to put more quality into our/their decision making. In short, we and they can be prepared to apply the same managerial techniques that other, “first-time” managers have had to learn to use in order for them to make the successful transition from “follower” to “leader”.

To help give managers that preparation, EFFICIENCY IN OPERATION is offering a Revised Version of its very popular Management course. Based largely on our more than 30 years of experience in management consulting and education, this course systematically attacks the eight key (managerial) result areas in which “leaders” are most vigorously tested.

The course curriculum, prepared by EIO and other Supervisory Management Association experts, is patterned on highly successful and time-tested management training principles. Over 1000 firms here and abroad, have already put this course to valuable use as part of their training programs. Our revised Course has been expanded in each of its major areas to include the most recent advances in management techniques. Our Course has, of course, also been adapted to the specific needs of the Antillean Community.

The basic program of the Course is divided into eight units – each unit representing an essential supervisory management function. Supervisors and managers are trained in each function separately and are shown, through illustrative and meaningful examples and discussion, how these functions are applied in their actual, day to day operations. In this way, the Course aims at producing well-rounded management trained entrepreneurs & supervisors – men and women who will have all the basic tools at “management’s disposal. This integrated Course has been designed to provide organizations with the possibility of a continuing program of management education for supervisory management people, regardless of their level in the organization.

The eight units of this basic program feature the following items:
Presentations based on recognized management authorities and discussion periods, to allow the participant to learn how to make the transition from the theoretical to the practical in his/her every day task.

The eight units comprising this basic program include: the Nature of Management, Planning, Organization, Control, Standards of Performance and Performance Appraisal, Communication, Motivation and Decision-Making. The units, each lasting approximately three hours, are usually scheduled one week apart, most often in the evenings or after working hours. Although the main language of the Course is Papiamentu, English and Dutch are used whenever necessary during the sessions.
Note: Should there be enough interest, then the Course could also be made available completely in one of the other two languages.