



First-Level Leadership: Supervising in the New Organization


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As one course among many in the American Management Association's curriculum, First-Level Leadership: Supervising in the New Organization, Second Edition, has been designed for the first-level supervisor confronting the task of providing leadership in a dynamic business environment. Our experience continues to confirm that leadership is the determining factor in successful organizations. Building and sustaining a competitive advantage requires leadership at all levels of the organization, not just the top. First-level supervisors are in a unique position to provide this new leadership. This course, originally developed in 1998, has been updated to reflect the best practices that have emerged over the past several years. In particular, it teaches the concepts and skills needed to lead a workforce that continues to change with respect to its composition, attributes, and expectations. Skills are presented that will help you be a more influential and visionary leader. Similarly, this course helps first-level supervisors who, today, are required to play several strategic roles and assume greater responsibility for generating and executing strategic initiatives. The nature of teams has changed significantly since 1998. This course teaches first-level supervisors how to execute the role of team leader for project and virtual teams and get the most from these new types of workplace teams. You will also learn a variety of techniques that help you better understand your organization's business, meet customer expectations, and ensure that those you supervise work with greater productivity and efficiency. In this course, you will learn how to plan and manage organizational change in a way that enhances adaptability and ensures continuous learning. Assessments, activities, and case studies enable you to test and measure your progress as you work through the course. This book gives you the tools you need to lead and prosper in your organization.

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