



# The 21st Century Supervisor: Nine Essential Skills for Frontline Leaders

*By Brad Humphrey, Jeff Stokes*

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As a supervisor, the success of your organization rests in your hands! If you don't meet the goals set by senior leaders then results will be poor and angry customers will search for new providers of goods and services.

The 21st Century Supervisor Training Package will help you improve your skills in these and many other areas:

- \* Communication
- \* Coaching
- \* Business analysis
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**The 21st Century Supervisor: Nine Essential Skills for Frontline Leaders** By Brad Humphrey, Jeff Stokes **Bibliography**

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#### **Review**

"This book clearly identifies the skills our supervisors and managers will need to strengthen workteams and drive to further success. The 21st Century Supervisor is the first book our supervisors have really read and LIKED!" ----Gray Concord, , vice president and general manager, Koyo Corporation of America

"The 21st Century Supervisor is the blueprint for leadership within any organization committed to continued improvement. It should be required reading for the company CEO, plant manager, team leader, and the front line supervisor." ----Robert L. Lewis, , operations manager, Lenawee County Road Commission

"As a supervisor, I used to think I was just a professional task master and adult babysitter. The 21st Century Supervisor taught me how to be an active part of the quality and team process within my company." ----Gary Updegraff, , supervisor, Bagcroft Corporation of America

"The 21st Century Supervisor is the tool I recommend with confidence. It provides a concise, to-the-point discussion of the skills that support successful supervision." ----Carol A. Benoit, , managing partner, Mackenzie and Company, Inc.

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**Carolyn Lew:**

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