



# **The 21st Century Supervisor: Participant's Workbook and Supervisor 3600 Skill Assessment - Self: Nine Essential Skills for Frontline Leaders**

*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
- \* Computer
- \* Project management
- \* Resource management

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