



Umiker's Management Skills For The New Health Care Supervisor

Charles R. McConnell

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Today's healthcare supervisors are continually faced with smaller budgets, fewer workers, and greater responsibilities. The seventh edition of Umiker's Management Skills for the New Health Care Supervisor continues to provide valuable information for future healthcare managers and supervisors who must address these challenges daily. Written primarily for those who have little to no management training, Umiker's offers practical suggestions for improving effectiveness, both as a supervisor and as an organization. Ideal for students in undergraduate, community, and career college programs, author Charles R. McConnell maintains Dr. William Umiker's clear, jargon-free writing style. The Seventh Edition includes a new chapter on "Supervising in a Union Environment" that explores why employees turn to unions, how supervisors must act during union organizing, and how a supervisor's role is affected when it becomes necessary to interact with a union on a day-to-day basis. This revision also offers new examples, case scenarios, or expanded information on many topics including: basic management functions, the origins of performance standards, the interview process, workplace safety, motivational theory, chronic absenteeism, stress and decision making, the Balanced Budget Act of 1997, and the Affordable Care Act of 2010.

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