Great, we finally get to discuss how to become a Manager and how to supervise all of our workers. Well, yes and no. In IM419 and/or IM603 you discussed (or will discuss) topics that a supervisor will have to deal with. Things like teambuilding, decision making, organization and communication are all important issues that can make or break a labor force. But, as usual, this class is not going to deal with those nice, neat, glitzy, well developed, and easily discussed issues that can make an industry run well. No, we get to deal with the nitty-gritty issues that can bring production to a screeching halt if they're not addressed.

In this lesson we will discuss some of the Human Resource (HR) issues that affect workers; not just our subordinates, but also our superiors and even us. In the next lesson we will discuss some of the labor laws and rules, and how those affect our work processes. So, you may be asking, "What has this got to do with Facilities Management?" Well, nothing much, other than every supervisor needs to deal with these, and we gotta discuss it somewhere, why not here?

Through it all, let's remember that we are dealing with human beings: the element that is probably the most expensive item in our budget; at the same time can be the most reliable and least reliable; and the most unpredictable. And "we" are "them" to somebody else. It should be noted that many of the laws and policies discussed in these lessons deal with companies that have certain number of employees, and may not apply to where you work, or may work later. However, the human factor is always there no matter what the size of the workforce.