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A MUST! FIRST-LINE SUPERVISOR LEADERSHIP PERFORMANCE: APPLYING AN EVENT-
LEVEL TAXONOMY AND ANALYSIS

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Abstract: Organizations acknowledge the importance of the first-line supervisor role to organizational success yet, many supervising managers do not have the capabilities to analyze first-line supervisor leadership performance nor have develop their leadership skills. The purpose of the qualitative secondary analysis was to explore first-line supervisor leadership performance through applying an event-level taxonomy and analysis to the skills-based leadership model. Analysis of leadership processes at an event-level might provide the ability to influence leadership performance and develop leadership skills. This supplementary-secondary analysis utilized data from the primary study, a case study exploring the strategies retail supermarket managers used to improve first-line supervisor problem-solving abilities within the retail supermarket industry. The event-level theory and taxonomy of event-level dimensions, findings from the primary study, were applied to an analysis of the skills-based leadership model. The conceptual framework for this study was the event-level theory and method. Data were collected from semi structured interviews with retail store manager participants who successfully improved first-line supervisor problem solving abilities. The findings from this study contribute to management theory and practice and suggest the skills-based leadership model underscores leader effectiveness across the taxonomy of event-level dimensions.

Keywords: Event theory, First-line supervisor, Management development, Organizational behavior, Problem-solving skills, Secondary qualitative analysis Skills-based Leadership model