

Supervisory Skills 101

Expectations of supervisors

- Know and embrace the big picture
- Nurture a productive environment for your employees
- Be able to make decisions on your own when necessary
- Implement new programs and methods
- Inform your people about company policies and procedures
- Teach/lead effectively



The Role of the Supervisor

- Setting goals
- Demonstrating effective behaviors
- Decision-making
- Managing Change
- Time Management
- Communication Skills
- Effective Meeting Skills
- Motivation
- Delegation
- Training



Set personal and professional goals

- Write down your goals
- Discuss with your supervisor and your team
- Review often



Take action to get ideas and plans accepted



- Get employee support
- Convince your supervisor and senior management

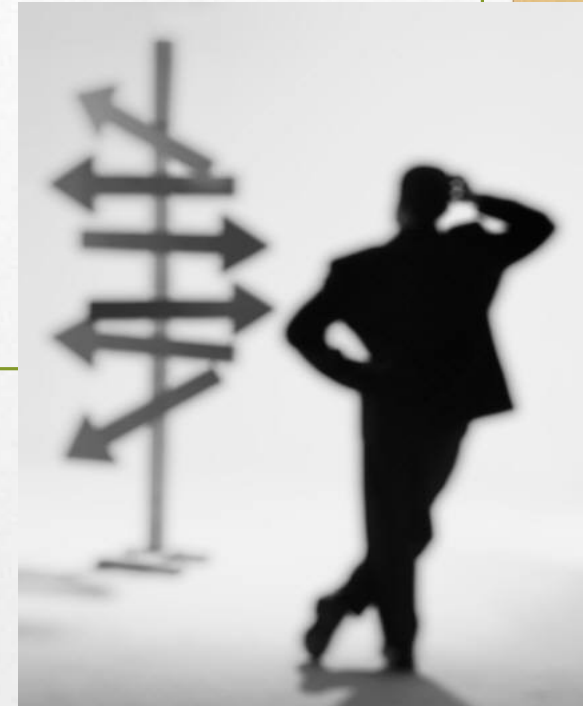
Effective behaviors

- Patience
- Tolerance
- Sensitivity
- Empathy
- Decisiveness
- Sense of humor



Decision Making

- Be truly open-minded
- Avoid taking sides
- Recognize your own bias
- Don't let titles or prestige influence your decisions
- Avoid absolute wordings in your decisions



Questions to ask before making a decision

- Do I have enough information to make a decision?
- What would be the worst possible result if I make that decision?
- Do I need to make a decision at this time?
- Am I the best person to make the decision?

Don't be afraid to take a risk

- Make that tough decision
- Believe in it and promote it
- Sell it



Before selling your decision

- What information should be provided?
- What medium will be the most effective?
- Is my presentation phrased in language that will gain support for the decision?
- What negative responses might I receive?
- When and how will I present?
- What questions are likely to come up?

Sell your decisions to...

- Immediate supervisor
- Other supervisors that need to be informed
- Employee affected by the decision
- Employees indirectly affected

Manage change

- Determine the method for introducing and selling the change to your team
- Break the change down into smaller steps
- Create a contingency plan
- Monitor the implementation of the change, including results and behaviors
- Accept and plan for the results of change

Sell the change

1. Present the change to employees in clear and specific language
2. Put your ideas in a positive, constructive light
3. Stress your willingness to help employees adapt
4. Ask employees how they plan to deal with it
5. If change has unintended results, be open to review

Managing Your Time

- What are some timewasters?



People who have time on their hands will inevitably waste the time of people who have work to do.

— Thomas Sowell —

AZ QUOTES

How to manage your time

- Prioritize your work
 - Assess how you are currently spending your time
- To do lists
 - Now
 - Ongoing process work
 - Future
- Plan your tasks daily
- Evaluate time management several times during the day



Communication Skills

- Present one idea at a time
- Keep it simple
- Make it brief
- Personalize it to the other person
- Use the right tone of voice and body language
- Get acceptance of each idea
- Respond to the emotions of the person
- Appreciate your listener's concerns
- Encourage listeners to express themselves



Steps to improve listening skills

- Ask questions
- Concentrate – stay focused
- Identify the main idea
- Listen for the rationale
- Listen for key words
- Organize in your mind
- Take notes



Role of the Facilitator

- Stay calm – don't take sides
- Keep on the agenda
- Start and end the meeting on time
- Encourage participation

When we avoid difficult conversations we trade short term discomfort for long term dysfunction.



someecards
user card

Praise with a reason

- Mean what you say
- Balance your praise
- Immediately after the event
- Decide -Public or private?



Criticism

- Do it as quickly as you can after discovering the problem
- Limit comments to the person's actions in this situation
- Let them do some of the talking
- Be considerate
- Don't mix criticism with praise
- Don't play psychiatrist
- Make it private



"You learn nothing from life if you think you're right all the time."

Effective Delegation Skills

- Improves productivity
- Can concentrate on supervisory responsibilities
- Develops skills in others
- More job satisfaction for employees
- Helps evaluate people



How to delegate better

- Clearly define what you want your employees to do
- Encourage people to learn and make their own decisions
- Don't take an assignment back after you've delegated it



How to deal with the needs of your employees

- Be courteous, friendly and interested
- Offer assistance when needed
- Listen patiently
- Observe their work and give them feedback
- Make goals reasonable



I am just your supervisor, what do you want from me?

1. Appreciation
2. Recognition
3. Involvement with the company
4. Comfortable work environment
5. Appropriate compensation



On a deeper level...

- Security and stability
- Social needs
- Independence



Click on the Quiz Link below

[Supervisory Skills 101 Quiz](#)