

## Fundamentals of Supervision

# Introduction





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**Who You are is Not Determined by the  
Past  
Successes Or Failures  
But Rather  
Who You Are is Determined by the  
Next Choice You Make**



# Titles & Responsibilities





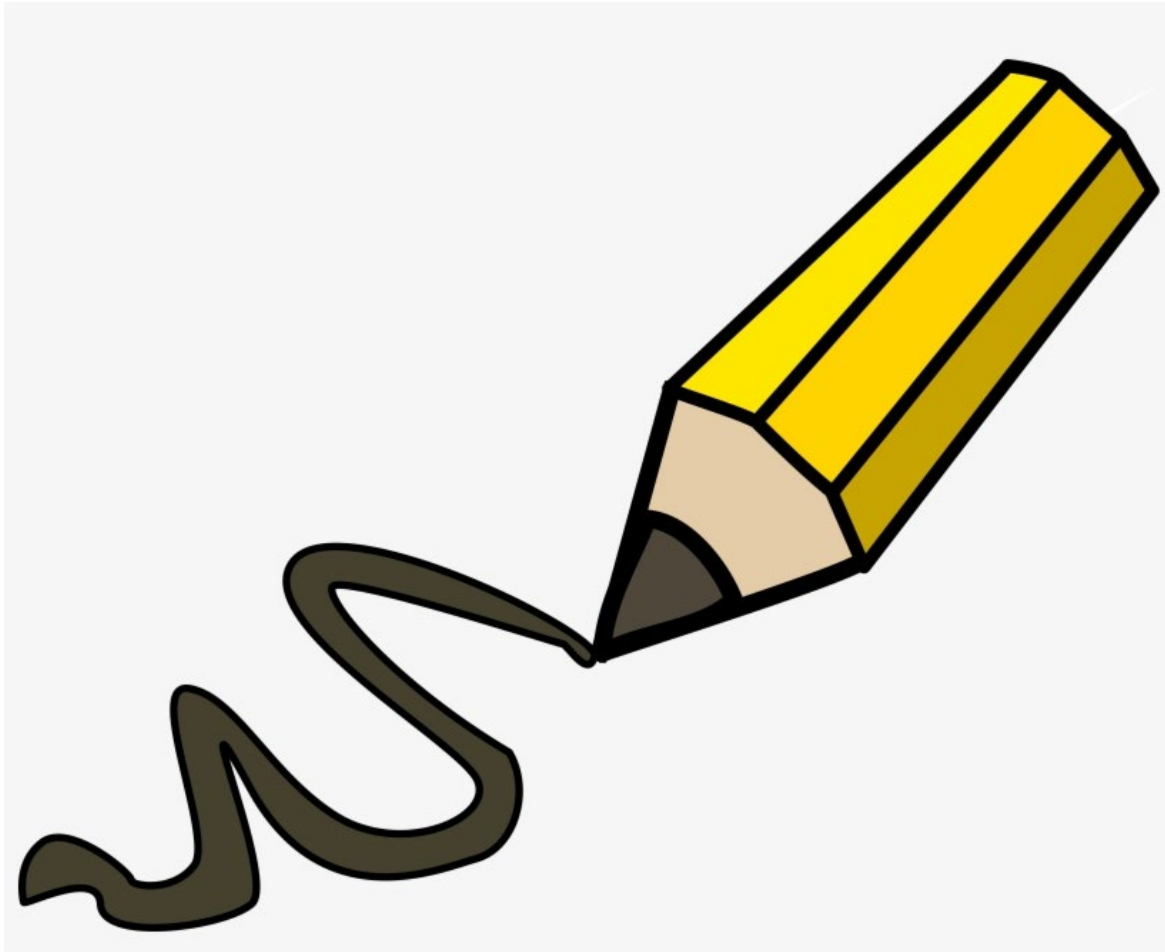
# Introductions

***Let's get to know each other!***





# Pre-Post Assessment





# Training Overview

*“Adults don’t need to be taught so much as they need to be reminded.” –*  
Unknown source





- What are your norms at work?
- If you are having a team meeting; can everyone see everyone?



**KEEP  
CALM  
AND  
FOLLOW  
THE NORMS**





# Best Supervisor!

Think of the best leader/supervisor that you have ever worked with. Write down what made him or her a great leader/supervisor.





# From Colleague to Supervisor

- Sets an example
- Cultivates employees
- Is consistent
- Provides training
- Is open minded
- Is aware of the big picture
- Is on time to work
- Is a team player
- Is flexible
- Communicates
- Is approachable
- Provides clear expectations and checking for understanding
- Provides constructive feedback
- Values and supports the contributions made by each staff member



# Worst Supervisor!

Think of the worst leader/supervisor that you have ever worked with. Write down what made him or her a not-so-great leader/supervisor.





# Agree or Disagree?

	Agree	Disagree
<b>You have to be a lot smarter than the average person to succeed as a supervisor.</b>		
<b>Others may help, but only you can make yourself a good supervisor.</b>		
<b>Supervisors are born, not made.</b>		
<b>A good instructor can make a person become a good supervisor.</b>		
<b>Hard work is the only thing it takes to be a good supervisor.</b>		



# How Will my Role Change?

- Why do people get promoted?
  - **Answer:** Usually people are promoted because they are good at doing something.
- How do a lot of people get a Supervisory Role?
  - **Answer:** They were good at doing something!



Employee	Supervisor
Be on time	Guide employees to success
Follow direction	Be aware of communication, direction and time management. <u>Listen</u> to your employees
Come to work	Focus on training (you and others)
Be respectful of coworkers, supervisor and customers	Be aware of strengths and weaknesses
Perform job with minimum supervision	Have consistency in your work
Be a team player	Motivate/encourage employees
Take initiative	Be a role model: Lead by example
Take pride in what you do	Have positive reinforcement for employees
Be flexible	Say thank you to employees
Be willing to do other duties as assigned	Be patient (calm during stressful times)
Leave home at home	Be always learning
Don't take things personal even if it is	"Own" your actions
Communicate issues professionally	
Enjoy what you do	



# Seasoned or New Supervisors





# Seasoned or New Supervisors







# 5 Things to Tell Employees

1. Reassure your new associates that everyone should continue to do their job as they have always done
2. Let them know that you have no preconceived notions
3. Emphasize that you believe in teamwork and co-operation to get the job done.
4. Point out that you will keep everyone informed as to anything you learn that will affect the group or any individual employee.
5. Remind everyone that if they have any problems, they should be brought to your attention.



# Discuss—Decide—Support

## Discuss

This is where the organization will discuss new ideas and/or practices.

## Decide

No matter if you agree or not agree with the decision you must support the decision.

## Support

Support the change.





# Older Employees

Even employees who are about to retire have a lot of valuable information to share if they are encouraged.

Research tells us they are just as interested and capable of learning as younger employees, providing they have the opportunity and don't feel threatened.





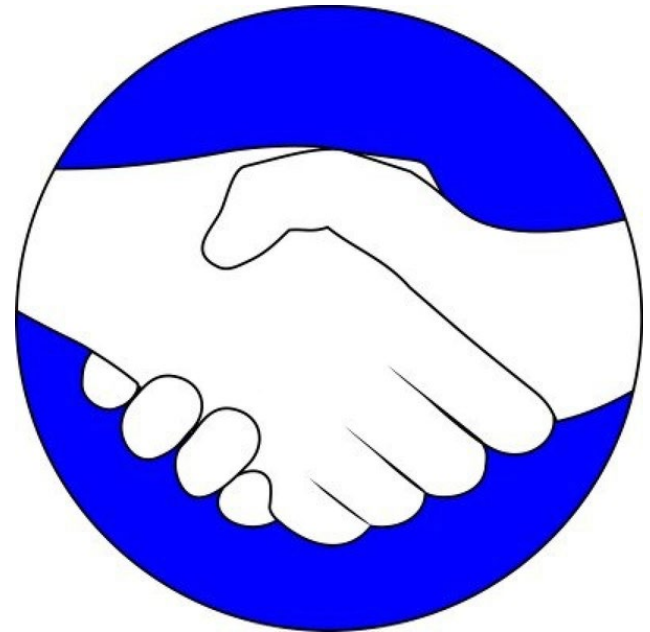
# Supervising Friends

***You're my friend, but  
now I supervise you!***





***You're in a Union??***





**CASE STUDY**



## **A: Case Study 1: The Oh-SO-Friendly Supervisor**

1. If you had the opportunity to advise Sue, what would you suggest?
2. What should Randy's role be?
3. Do you have any additional suggestions that can help new employees make a smoother transition?



## **B: Case Study 2: The Fresh Supervisor**

- What did Wilson do wrong?
- What advice would you give Wilson now?
- Do you have any additional suggestions for new supervisors to make their transition easier?

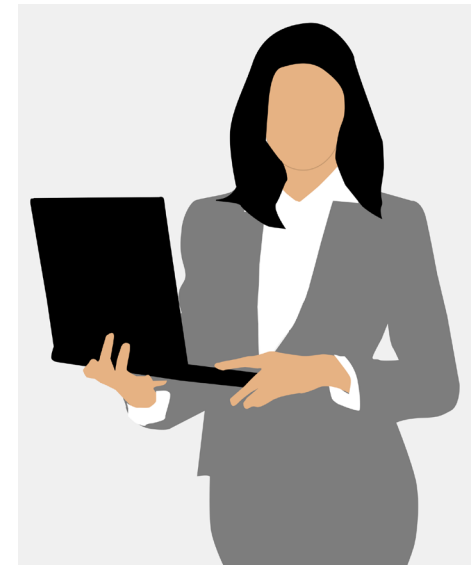




# Who are You Responsible to?

## To Management

- Projects are on time and on budget
- Kept informed of progress
- Defend in front of others,  
criticize in private





# Who are You Responsible to?

## To the workgroup

- Support in front of others, criticize in private
- Fair and consistent interpretation of rules, regulations, and policies
- Opportunities for them to grow
- Safe work environment
- Communication





# Who are You Responsible to?

## To Yourself

- Recognize your competence and your successes
- Recognize you can't do it all
- Commit to continuous learning
- Balance. Nobody ever said on their deathbed, "I wish I'd spent more time in the office"





# Four Keys to Surviving

## Ask for Help

- This is not the time to be a superhero and pretend that you know everything

## Ask for Resources

- What people and/or materials do you and your employees need to do a better job?

## Find a Mentor

- Find someone that you can turn to for advice and guidance over the long haul.

## Set Limits

- Learn to say, “No”



# Daily For Yourself

## 3 Things Everyday

- Believe In People
  - Believe in Yourself
  - Love them Unconditionally

Say something  
***positive*** about  
Yourself TO Yourself

