

Supervisor Essentials: A Guide for Effective Leadership



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Agenda

- Roles & Responsibilities of a Supervisor
- Effective Communication
- Motivating and Developing Team Members
- Best Practices and Tools for Managing Performance and Conflict Resolution



Principles of Leadership as a Supervisor



- Lead by example
- Empower your team to make decisions
- Provide opportunities for growth and development
- Build trust and rapport with team members

Three main roles: manager, leader, and coach

- Manager: plans, organizes, coordinates, and controls work activities and resources
- Leader: inspires, motivates, influences, and empowers the team
- Coach: develops, supports, mentors, and challenges the team

Responsibilities include:

- Setting clear and realistic goals and expectations
- Monitoring and evaluating progress and quality of work
- Providing timely and constructive feedback and recognition
- Identifying and resolving problems and issues
- Developing and maintaining a positive and productive team culture
- Fostering collaboration and cooperation among team members
- Encouraging innovation and creativity

The Role and Responsibilities of a Supervisor

Effective communication



Listening

Active and attentive listening to employees, peers, and managers
Builds trust and rapport, prevents misunderstandings and conflicts



Speaking

Clear and confident speech with appropriate language, tone, and volume
Effective conveyance of messages with verbal and non-verbal cues



Writing

Professional and accurate writing with correct grammar, spelling, and punctuation
Logical organization of information with headings, bullet points, and transitions



Reading

Critical and comprehensive reading to extract relevant information
Analysis and evaluation of information and application to work context

Improving Feedback Giving Skills



- Prepare your feedback in advance
 - Think about what, why, how, when, and who
- Be specific and factual
 - Use concrete examples or evidence
 - Focus on behavior or performance
- Be timely
 - Give feedback as soon as possible
 - Choose an appropriate time and place
- Be positive
 - Start with something positive or appreciative
- Be constructive
- Be respectful

Motivating and Developing Team Members

- Motivated and developed team members are more productive, engaged, and loyal.
- Supervisors can motivate and develop team members by providing meaningful work, recognition, feedback, and growth opportunities.
- Effective communication and leadership are essential for motivating and developing team members.



Best Practices and Tools for Managing Performance and Conflict Resolution



CLEAR AND REALISTIC GOALS AND EXPECTATIONS SHOULD BE SET AND MONITORED



FREQUENT AND CONSTRUCTIVE FEEDBACK SHOULD BE GIVEN



POSITIVE REINFORCEMENT SHOULD BE USED TO MOTIVATE TEAM MEMBERS



A PERFORMANCE IMPROVEMENT PLAN SHOULD BE USED WHEN NEEDED



EFFECTIVE COMMUNICATION IS KEY TO RESOLVING CONFLICTS



ACTIVE LISTENING HELPS TO UNDERSTAND AND ADDRESS CONCERNS



COLLABORATION AND COMPROMISE SHOULD BE ENCOURAGED TO FIND A WIN-WIN SOLUTION



CONFLICT RESOLUTION TRAINING CAN BE BENEFICIAL

Leadership Books for Supervisors

- The 7 Habits of Highly Effective People by Stephen Covey
- The One Minute Manager by Ken Blanchard and Spencer Johnson
- Start with Why by Simon Sinek
- The Leadership Workout by Nick Winston
- The Five Dysfunctions of a Team by Patrick Lencioni
- Dare to Lead by Brene Brown



"I define a *leader* as anyone who takes *responsibility* for finding the potential in *people* and *processes*."

~ Brene Brown