

Great Performance Series

Sequoia Personnel Services

Effective Supervision

Strengths-Weaknesses-Needs

- General Principles- Applied in Context
- What Supervisory Issues do you Face
- Open Discussion-At any point if you have questions please feel free to ask them

Background

- INVESTMENT IN GETTING THE RIGHT PEOPLE.
- IF YOU DON'T KEEP THEM ?
- WHY DO THEY LEAVE?

- People don't quit the Job, They quit the Boss..”



Gallup Poll of over 1 Million employed workers
Identified a bad boss or supervisor as the #1
reason for leaving a job.

Current / Prospective

- What does GOOD Supervision mean to:
- Owners / Managers
- Supervisors Themselves
- The Workers
- Do you have any good examples

What.....

- Job Description (critical component!)
- Experience, Knowledge, Skills, Abilities
Aptitudes and Attitudes
- Training and time to train depend on
- Ongoing or New Supervisors
- ❖ Fill position from inside or outside
- ❖ Type of work to be supervised
- ❖ Safety responsibilities

Basic Training All Supervisors

- The Role (Expectations)
- Specifics of the assignment(Now and Future)
- Communication/(Be Available-Be Seen)
- Fairness/Consistency/Trust
- Results/Celebrate success
- Assess/Adapt (Practices and Individuals)
- Cross Train-Retrain

Training Newcomers

- **New to organization or only new to position?**
 - ❖ Newcomer
 - ❖ Overlap- Other Supervisors-HR-Management
 - ❖ Rules, practices and policies
 - ❖ Status update-Intro
 - ❖ Briefing / Plans

Training for Promoted Insider

- **Promotion from within**
 - ❖ New Role- From worker to boss
 - ❖ Build on existing relationships
 - ❖ Be Patient
 - ❖ Don't forget,- Rethink what you know
 - ❖ Listen as Supervisor, not a Co-worker
 - ❖ Act don't React

Inside or Outside

- 360 Degree awareness-
- **Workplace Safety**
- Communication Loop-
- Evenhanded
- Expectations- Outcomes
- Measuring and reporting
- ❖ Group/Individuals

Advanced Training

- RESPOND TO CIRCUMSTANCES
- Enhance the Skill sets,(Training/Cross Training)
- Planning/Awareness
- Analyze and Practice Communication
- Are we getting results/(Do We celebrate when we do!)
- Priority List
- Cycle of Development

Back Where We Started

- Set Regular update sessions for supervisors
- **What do you want for your current Supervisors?**
- Owners/Managers
- Supervisors themselves
- Workers
- Adapt/Move forward