

Supervisory Skills for the Dynamic Organization

Supervisors manage people, time, resources and machinery in order to achieve objectives. Improvements in their abilities to effectively operate in these areas address only one component of importance. Supervisors achieve remarkable results when they establish and maintain a productive work environment, in which employees feel valued, supported and motivated. Effective supervisors follow five fundamental principles for effective supervision:

- Take a proactive approach to achieving unit goals.
- Clearly communicate expectations and rationale.
- Provide performance feedback - motivational and formative.
- Involve others in problem solving.
- Listen for understanding.

As a supervisor, you *can* add to your tools for excellence: This program will show you how.

You'll add skills for...

- Your direct responsibility on employee productivity
- Determination of performance expected by employees and communicate those expectations
- Detailing performance expectations by:
 1. Communicating and identifying the measure for their performance with management.
 2. Determining what is expected in measurable terms of their staff.
 3. Establishing how performance will be supported and monitored.

Helping others get their job done is a major role of the supervisor. Supervisors are responsible for communicating work assignments effectively. Effective communication of work assignments requires the following:

- Set the stage by introducing desired results and reasons for the assignment.
- Describe the assignment, explaining what is expected and how the work will be monitored.
- Ask the employee to restate the assignment.
- Discuss employee concerns and identify acceptable solutions.

You and your people will learn powerful new ways to....

1. **Define performance expectations that get the job done.**
Key in on critical expectations that define expectations.
2. **Communicate work assignments that work for everyone.**
Outline clear, organized, and effective assignments, which guide everyone to better solutions.
3. **Performance management without the stress.**
Establishing performance support and monitoring by identifying the measurable.
4. **The Supervisor's Guide to Recruitment and Employment Practices**
Manage performance through coaching, training, motivating, and constructive feedback by understanding when discipline is appropriate and how to comply with procedures.



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