

CANR Supervisors

ESSENTIALS FOR SUPERVISORS AT MSU –
QUALITIES OF A GOOD SUPERVISOR

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Did you know.....

- ▶ 60% of frontline managers fail within the first two years in their new role. (Business Wire Survey)
- ▶ 26% of managers said they were not ready to become a leader when they started managing others. (CareerBuilder Survey)
- ▶ Effective leaders/managers must shift from a focus on getting things done and accomplishing tasks to leading others and mostly interacting with people.
 - ▶ Delegating tasks and holding people accountable
 - ▶ Building a team
 - ▶ Effective communication
 - ▶ Inspiring and developing others
 - ▶ Coaching team members
 - ▶ Resolving conflicts

Did you know.....

Research shows that 57% of employees tend to quit managers – not companies. (KUTV, Dec. 2019)

Bad bosses are the No. 1 cause of unhappiness at work. (The Future of Leadership)



Qualities of a Good Supervisor

Qualities of a Good Supervisor

- ▶ COMMUNICATION Skills!!
- ▶ Empathy and Compassion
- ▶ Ability to Delegate
- ▶ Flexibility
- ▶ Confidence
- ▶ Transparency when possible
- ▶ Positive Attitude

Communication Skills

- ▶ A good supervisor interacts with their employees, effectively maintaining open lines of communication.
- ▶ Equally important is listening and understanding employee feedback.
- ▶ Keep employees informed about project progress, and potential challenges or problems.

Empathy and Compassion

- ▶ In order to be an effective leader, you must be able to place yourself in your employee's shoes.
- ▶ Be as accommodating as possible when there is a need.
- ▶ Empathy and compassion on your part will result in your employees being loyal in return.

Ability to Delegate

- ▶ Good supervisors know how to delegate.
- ▶ Know which employees are best equipped to handle projects. Know your employees strengths!
- ▶ Poor delegation can compromise a project.
 - ▶ Inexperienced employee.
- ▶ Don't micromanage.
 - ▶ Employees will appreciate taking ownership of a project.
 - ▶ Trust your employees until they give you reason to not trust them.
 - ▶ Display confidence in your employees by allowing them to do their job independently.
 - ▶ Provide proper credit to your employees when they have handled a project well.
 - ▶ Provide open communication if there are questions along the way.

Flexibility

- ▶ A good supervisor can adjust based on the situation.
- ▶ Flexibility is one of the highest-rated desires from employees in today's work world. Many times, this is a higher-rated priority than the dollar amount of a salary.
- ▶ Happy employees make loyal employees.
- ▶ Supervisors should help employees find a balance between work and home life.
- ▶ Sometimes, a hardline approach is necessary if a deadline is approaching.
- ▶ Other times, a more relaxed approach is appreciated.

Confidence

- ▶ Be a leader.
- ▶ Employees look to supervisors for inspiration.
- ▶ Insecurity will create a negative environment.
- ▶ Don't be wishy-washy.
- ▶ Your confidence will be interpreted as security in your skills as a leader.
- ▶ Part of being a confident leader, is to take responsibility when a project fails or decisions backfire.
- ▶ Do not blame your employees. Be the leader of the team.
- ▶ Be confident enough to admit when you've made a bad decision or don't know the answer.

Transparency when possible

- ▶ Some situations require confidentiality to sensitive matters.
- ▶ Whenever possible, maintain open and transparent communications.
- ▶ Encourage dialogue among employees and with supervisors.
- ▶ **Lack of transparency and a failure to communicate is the largest source of workplace problems.**
- ▶ Don't cause your employees to be suspicious. By not telling people what is happening, they will jump to their own conclusions.

Positive Attitude

- ▶ A supervisor's attitude can make or break a workplace environment.
- ▶ Use a positive attitude when solving problems. This helps make issues seem not as large as they might be.
- ▶ Contagious – your attitude will seep into your staffs' attitude.
- ▶ Acknowledge your employees when they do a good job. A good leader wants their employees to succeed.
- ▶ Help your employees understand how their work relates to the mission and objectives of your department. If you can convey why MSU is a great place to work, your employees will be excited to contribute.