

Roles and Responsibilities

Tips for Supervisors:

- Don't always take charge
- Delegate and follow-up
- You don't need all the answers; just the questions
- Allow your team the opportunity to learn and grow
- Be accessible and approachable
- Communicate not just the WHAT that needs to be done but the WHY
- Don't set up "us and them" mentality
- Set clear expectations
- Model appropriate behavior
- Correct issues, don't avoid them
- Encourage, recognize and promote
- Communicate ideas from the team upward

Performance Management

A Word about Leadership

“The respect that leadership must have require that one’s ethics be without question. A leader not only stays above the line between right and wrong, he stays well clear of the gray areas.”

- *G. Alan Bernard*
President, Mid Park, Inc

Basic Truism about Supervisors:

Employees perceive your position of power to be greater than you think.

The stronger your statement + the higher your position = the bigger the impact, both good and bad.

Managers who are good Leaders provide four basic things for employees-

Direction
Appreciation
Respect and
Tools to do the job.

When you consider adequate Direction, Appreciation, Respect and Tools to do the job may not be adequate in the eyes of your employees.

From *Winning with the Employee from Hell*, Shaun Belding, 2004