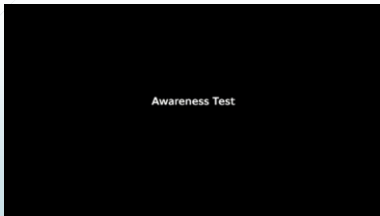


Supervising, Developing & Leading People

Minnesota Family Support and Recover Council
2017 Annual Training Conference

Are you ready?



Leadership

Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.

Stephen Covey

Leadership

Seek first to understand, then to be understood.

Stephen Covey

Leadership or Management?

- Planning & Budgeting
- Organizing & Staffing
- Controlling & Problem solving
- Establishing a Direction
- Aligning People
- Motivating and Inspiring

Adapted from Leading Change (1996) by John P. Kotter

Management today

- Over time the role of the manager/supervisor has changed from a top down autocratic order giver to a team leader, coach and motivator.
- It is critical to diversify your skills set in these areas.

Challenges

- What challenges do you face that make it difficult to fulfill some of your supervisor or management responsibilities?
- Are they task related or people related?

Management style

- What does this mean?
- "Can I see you in my office?"

Old Focus

- Ordering/Telling
- Policing
- Individualism
- Fear/Position Power

Today's Focus


- Asking
- Listening
- Consulting
- Coaching
- Teamwork

Why has the focus changed?

- Society and the work force are dynamic not static.
- We know people are more productive if they are happy, motivated and valued.
- The valued employee can become an engaged employee


The role of the Supervisor

- Help teach people what to do, monitor how well they do and continue to develop their skills.




What, How & Why

- Set the Expectation of "What"
This is telling them what you expect them to do and it is informational.



What, How & Why

- The "How" is more educational and requires teaching.



What, How & Why

- The "Why" is creating a deeper understanding or connecting of the dots. It can provide inspiration and motivation to people.

Communicating What, How & Why

- As a supervisor, communicate information from the foundation of care, concern and respect.
- It is about the mission, the people you serve and those you supervise.
- Create a circle of safety for your people.

Factors that affect safety

- Public versus private
- Tone
- Body language
- Location
- Others....

Communication

- Maintain professionalism through role modeling it.
- It is important to remember during times of conflict aggression elicits aggression!

How you Communicate

- Establish methods (what is ok what is not ok in the work place)
- Do not use email to manage people
- Process for team feedback, make sure it is understood and followed
- Promote the practice of direct communication

Performance

- Coach them!
 - Develop new skills
 - Increase Performance
 - Encouragement

Performance

- Counsel
 - Improve
 - Willingness vs ability
 - Resolve

Performance

- Discipline
 - Need to know your HR personnel policy and procedures for corrective action, performance improvement plans, written reprimands or suspensions.
 - Never take action without involving HR or your supervisor.

Team Development

- The foundation
 - Established Expectations/Roles & Responsibilities
 - Communication
 - Trust



Thank you and have a great day!



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