

Striking a Balance: Finessing Your Supervisor Skills

Agenda:

1. So you thought you escaped the burden of supervision?
 - a. Why bosses need to be good supervisors?
 - b. Myths about supervising at the top
 - i. Why professionals need supervision
 - c. What everyone still needs to be supervised
 - d. Don't delegate all the people stuff and walk away.
2. The standards for good supervision
 - a. Walk the talk: Represent your values.
 - b. Know who works for you.
 - c. Weekly check-ins and documentation
 - d. Aligning with the strategic plan
 - e. Positive reinforcement
 - f. Eliciting the best
 - g. Always be looking for new talent
3. Achieving the strategic goals within parameters of project management and civility
 - a. Establishing criteria for success
 - b. Oversight versus micromanaging
 - c. Quality, time, budget, ethics, and legality
 - d. The importance of emphasizing civility
4. Special issues for upper managers
 - a. Accountability at the top
 - b. Connecting with supervisors and employees
 - c. Documentation
 - d. Resistance to improvement?
 - e. Resistance to being part of a team
5. Discipline at the top
 - a. Take employee feedback seriously.
 - b. Are there two sets of standards in your workplace?
6. Resources