

Supervision 101

# Getting Work Done Right

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# Getting Work Done Right

*Session objective*

Participants will learn:

- Supervision basics
- One way to give constructive feedback to correct performance problem

*Tip: Think of a problem you'd like to address at work tomorrow*

# What is supervision?

- Supervision is getting work done through others
- Excellent supervisory skills not measured by your accomplishments but by success of those that report to you
- Supervisor is both leader (people) and manager (tasks)

# What is supervision?

- Delegation is method of getting work done by assigning some work to others. Requires:
  - Organization
  - Skill in task analysis

# What is supervision?

- Supervisors lead, staff follow
- Supervisors are buffer between their boss and their supervisees
- Supervisors set and uphold standards, providing constructive feedback to get the work done right
  - Job descriptions
  - Workplace policies
  - Expectations for task work

# Getting Work Done Right

Good Supervision =

Expect + Inspect

Job descriptions  
Workplace policies  
Task work standards

Constructive  
feedback

# Constructive Feedback

*Key to success: Supervisor Attitude*

Belief that supervisee:

- Wants to do a good job
- Will appreciate feedback

# Constructive Feedback

*Key to success: Focus*

Zero in on WORK,  
not PERSON



# Constructive Feedback

*Key to success: Practice*

- Make notes to order your thinking
- Rehearse in private
- Rehearse with someone else

*It's a learned skill—the more you do it,  
the easier it gets*

# Constructive Feedback

Key points in giving feedback

- Descriptive, specific, timely
- Do not assume other understand your perspective, motives, feelings

# Steps for Giving Feedback

1. Describe the behavior/problem
2. Say how it makes you feel
3. Tell what should have been done
4. Share your assumptions
5. Indicate its effect on others —  
the consequences
6. Discuss ways to change

# Constructive Feedback

Try It Out:

1. Think of a problem
2. Take 60 seconds and practice with a stranger
3. What do you think?

Constructive feedback first step in solving work problems

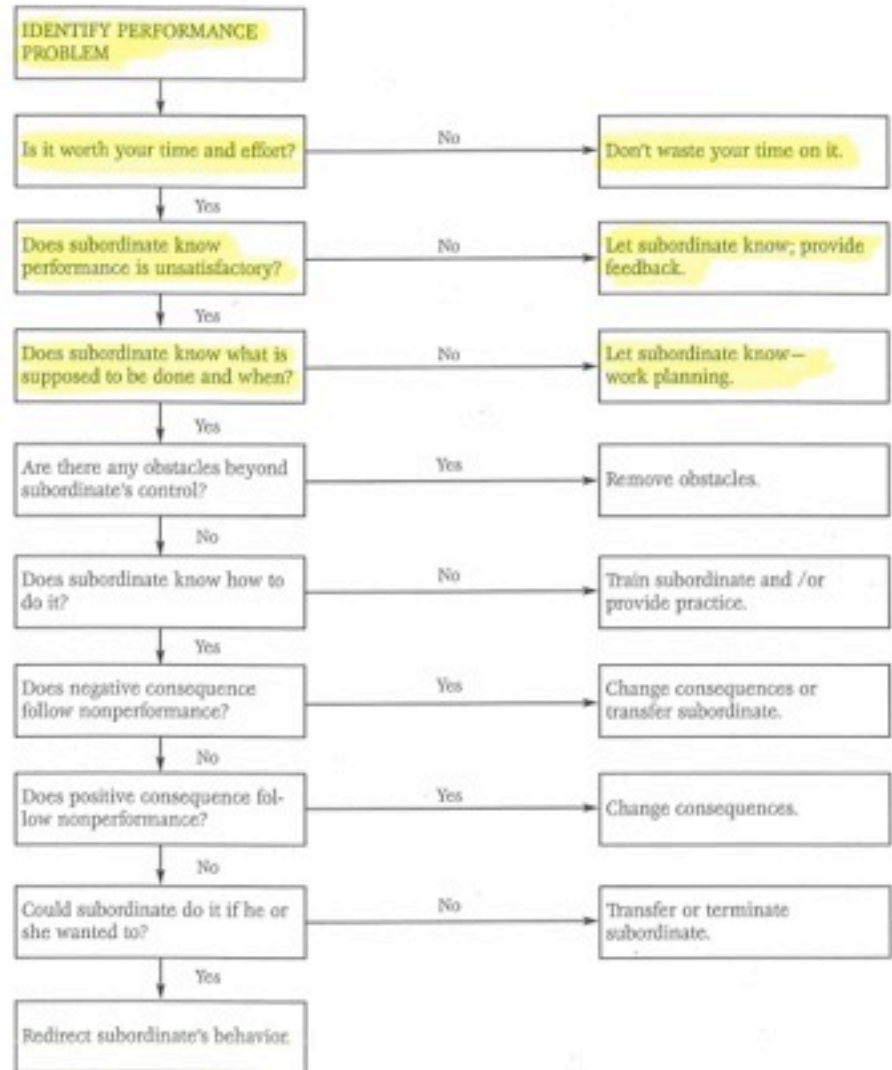


Problem solving usually involves further analysis



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### ANALYZING PERFORMANCE PROBLEMS: WHAT IS INFLUENCING UNSATISFACTORY PERFORMANCE?



Source: *Coaching for Improved Work Performance* by Ferdinand Fournier, McGraw-Hill, 1988.  
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# Getting Work Done Right

“Management—It’s So Simple  
(if you apply the ‘nice-honest’ approach)”

## ***Mind Your Business***

Corey Chambas

Oct 14, 2013

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