

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?

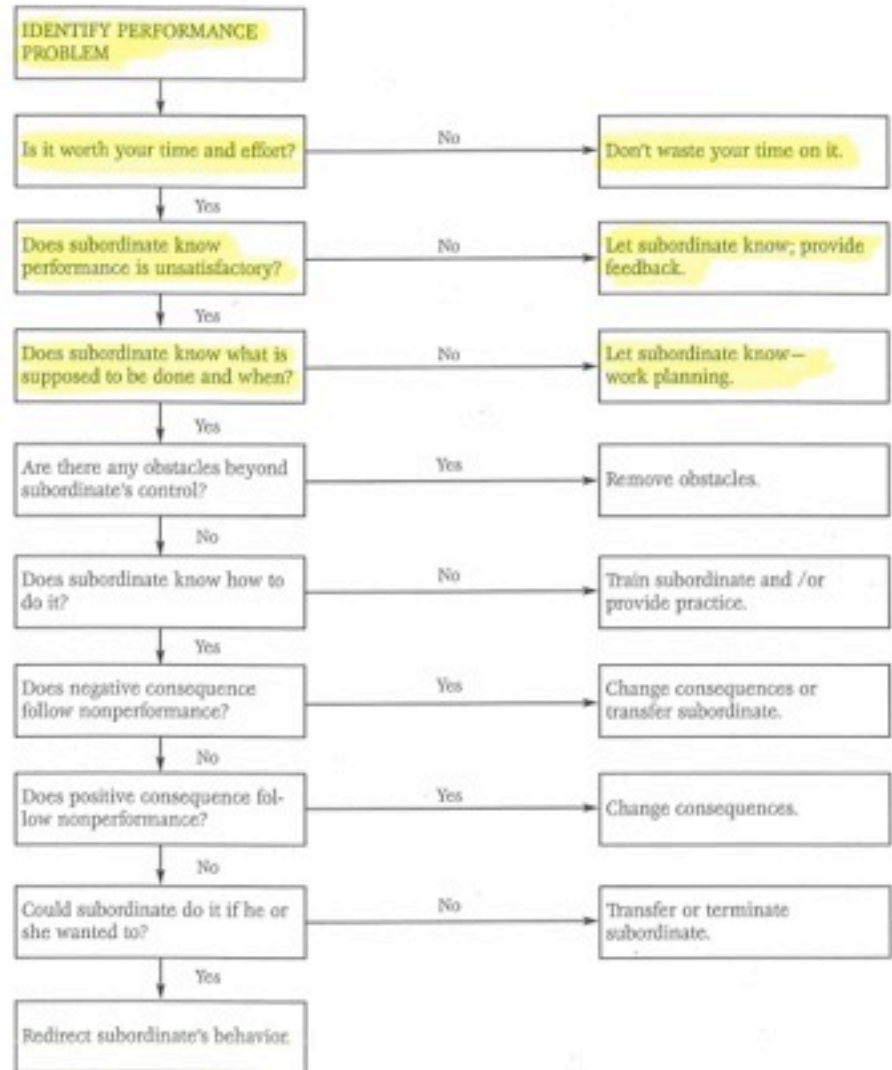
Constructive feedback first step in solving work problems



Problem solving usually involves further analysis



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

In Business Blog

www.ibmadison.com

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