

Providing Effective Supervision to Maintain Quality Employees

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11/6/25

Administrative Assistant	Office Assistant	Receptionist
Data Entry Clerk	Office Administrator	Program Manager
Office Manager	Executive Assistant	Operations Manager,
Facilities Manager	Administrative Technician	Chief Executive Officer
Senior Receptionist	Community Liaison	Director of Operations
Administration Manager	Senior Executive Assistant	Executive Director
Chief Administrative Officer	Team Supervisor	
Program Coordinator	Communications Specialist	

Gain Credibility

- Lead by example
- Have confidence in yourself
- Consistency
- Willingness to change
- Be accountable
- Be approachable
- Be considerate



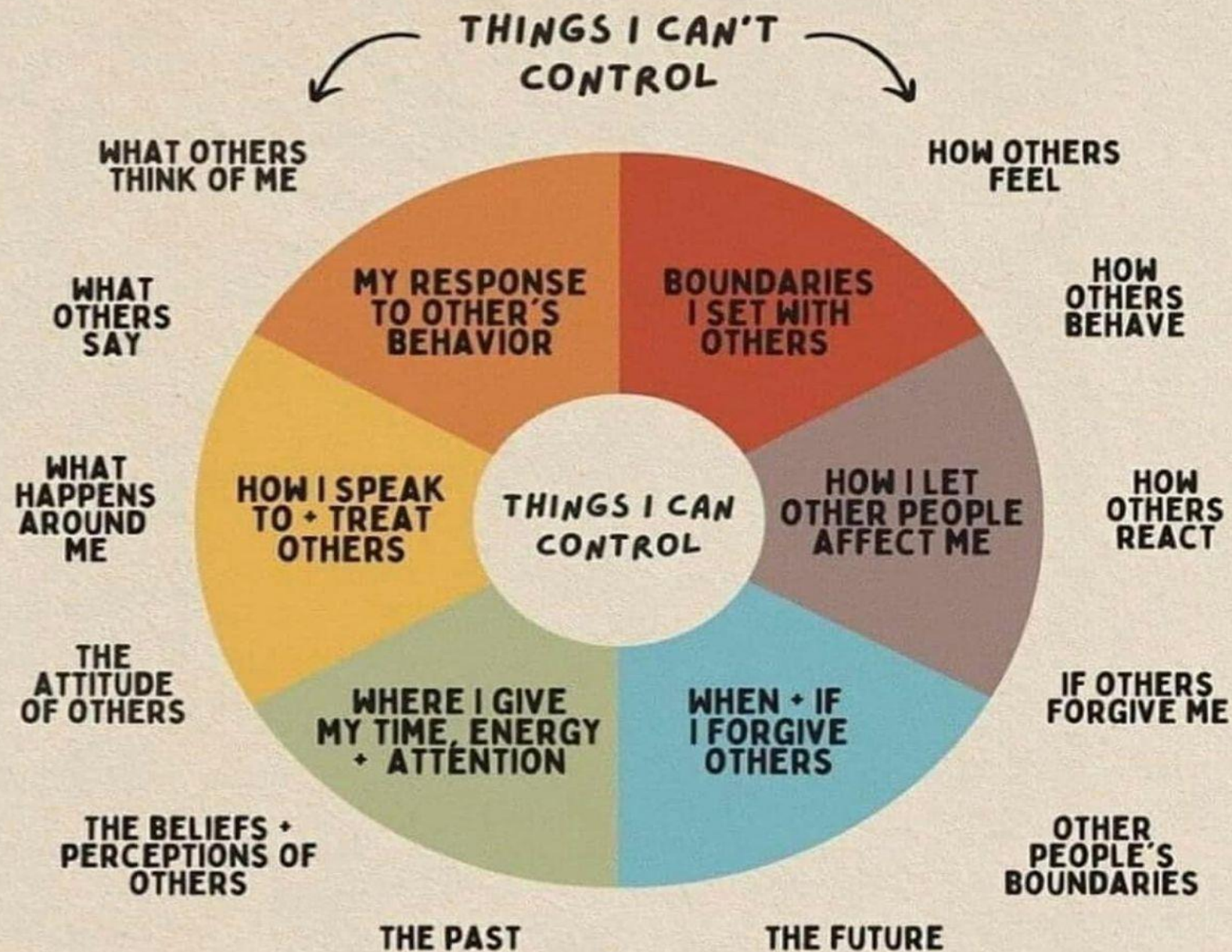
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Getting the Most Out of Your Team



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- Communicate
- Set reasonable expectations
- Delegate
- Acknowledge and reward accomplishments
- Encourage Growth
- Address Conflict
- Value your employees





**“Twenty-two years at the same job and my
boss still doesn’t know my name.
I’m a very lucky man.”**

Meeting the Demands of the Job

- Don't procrastinate
- Find solutions/Adapt to changes
- Challenge yourself
- Set goals
- Be supportive
- Streamline processes
- Be resilient



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10 Tips For First-Time Supervisors

by Sharlyn Lauby (2014)

- 1) Don't try to be everyone's friend.
- 2) Fair and equal are not the same thing.
- 3) Ask for feedback and input.
- 4) Learn how to run a good meeting.
- 5) Find time to relax.
- 6) Find someone you can trust (and vent to) about work.
- 7) Take every opportunity to improve your people skills.
- 8) Learn how to say “no” comfortably.
- 9) Understand how you manage change.
- 10) Master the art of delegation.

Leadership

- Leadership style is how you behave when you are trying to influence the performance of someone else.

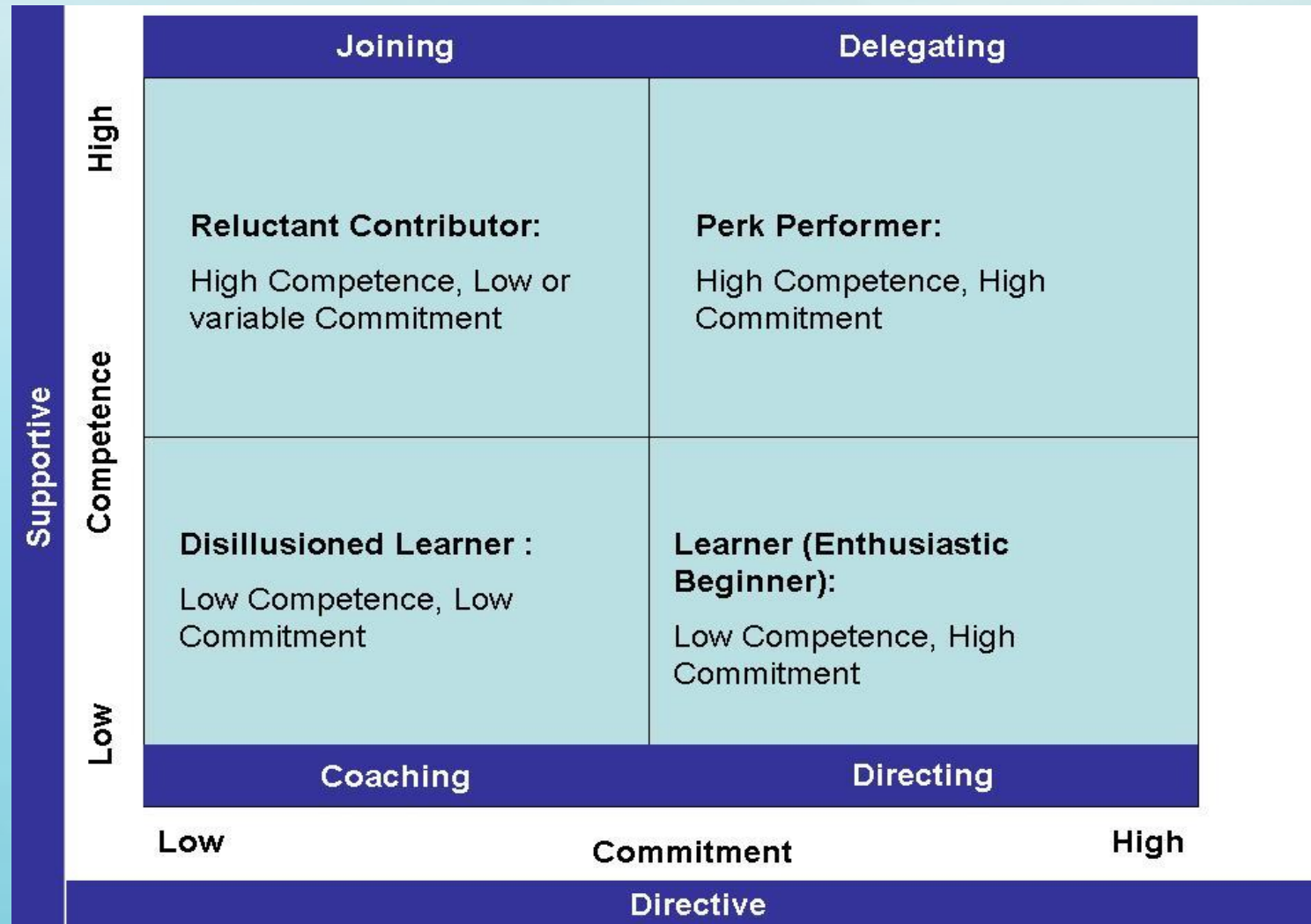


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Leadership style is a combination of directive and supportive behaviors:

- **Directive Behavior**—Involves: clearly telling people what to do, how to do it, when to do it, and then closely monitoring their performance.
- **Supportive Behavior**—Involves: listening to people, providing support and encouragement for their efforts, and then facilitating their involvement in problem-solving and decision-making.

- 4 leadership styles: Directing, Coaching, Supporting, and Delegating but...there is no one best Leadership Style.



Qualities of a Leader

(according to Becky Margiotta)

- ✓ Leaders are absolutely unwilling to micro-manage
- ✓ Leaders challenge people to question their assumption—challenge us to challenge the status quo
- ✓ Leaders clean toilets—do the “dirty” work; show that you are willing to do the work your employees do
- ✓ Leaders build consensus toward bold qualifiable aims
- ✓ Commit—gather your energy and moving forward
- ✓ Leaders can hear the word “no”
- ✓ Leaders can say “no”
- ✓ Leaders liberate people to be their best selves and do their best work
- ✓ Leaders appreciate—authentic appreciation

How to Know if You are on the Right Track as a Leader

1) Distinct Goals—SMART Goals

Specific, Measurable, Attainable, Relevant, Time-Based

2) Have a clear vision for your team and organization

3) Trust within your team

4) Express yourself openly and candidly

5) Inspire others

6) Foster innovation

7) Maintain high standards



Leader vs. Manager

Leads

- Connects daily work with goals
- Thinks of people as people
- Earn respect
- Excited with team members achieve great things
- Empowers people with transparency & honesty
- If the team falls short, a leader takes the responsibility
- Cares mainly about results



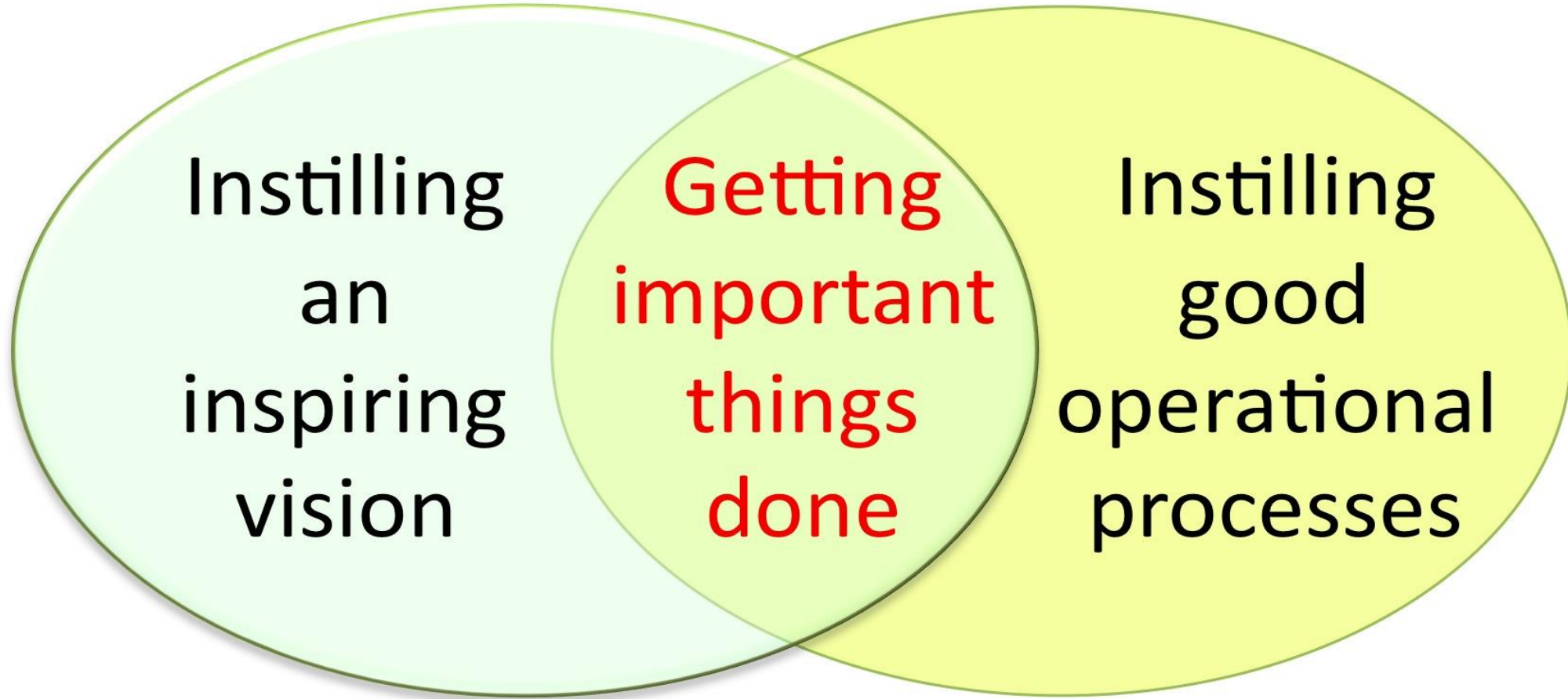
Manages

- Focuses only on short-term
- Sees only titles
- Wants to be liked
- Is threatened with employees' accomplishments
- Only shares if benefits personally
- Blames the team
- More concerned with the process
- Direct



“If you wait long enough, difficult people either quit, retire or die. That’s my management style.”

Leadership & Management



Evaluations

- Power of evaluations
- Regularly completed
- Intended not to blind-side
- Employee growth
- Effectiveness



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Caring for Yourself & Your Team

- Open door policy
- Schedule times
- Take lunch breaks
- Take restroom breaks
- Get some sun
- Organize
- Mindfulness
- Energy and Time
- Have Fun/Laugh



Maintaining Work Life Balance

Vacations



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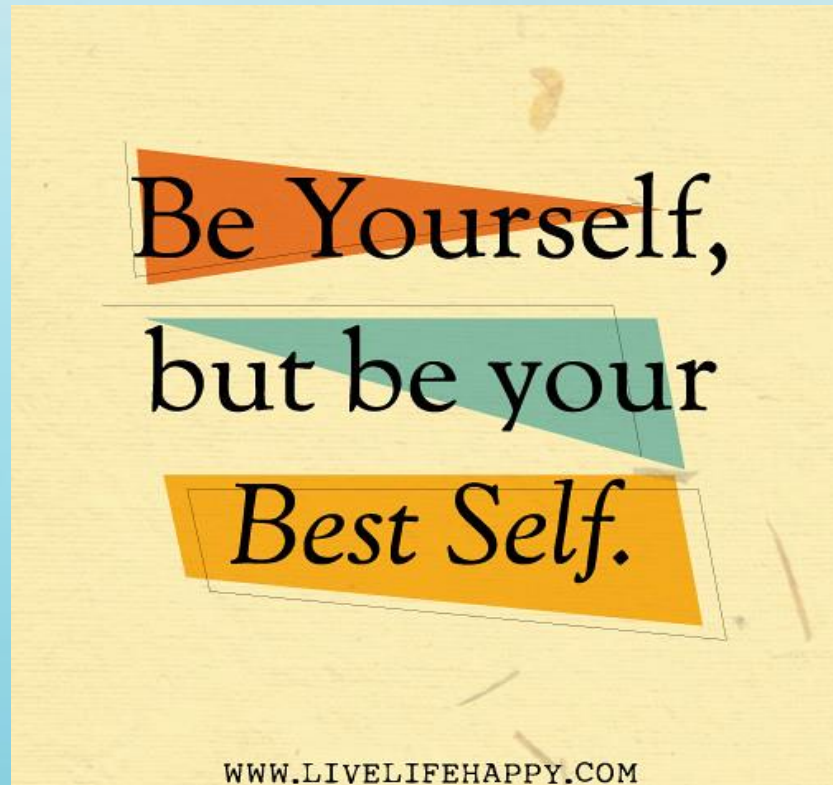
Family Time



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Maintaining Work Life Balance

Self



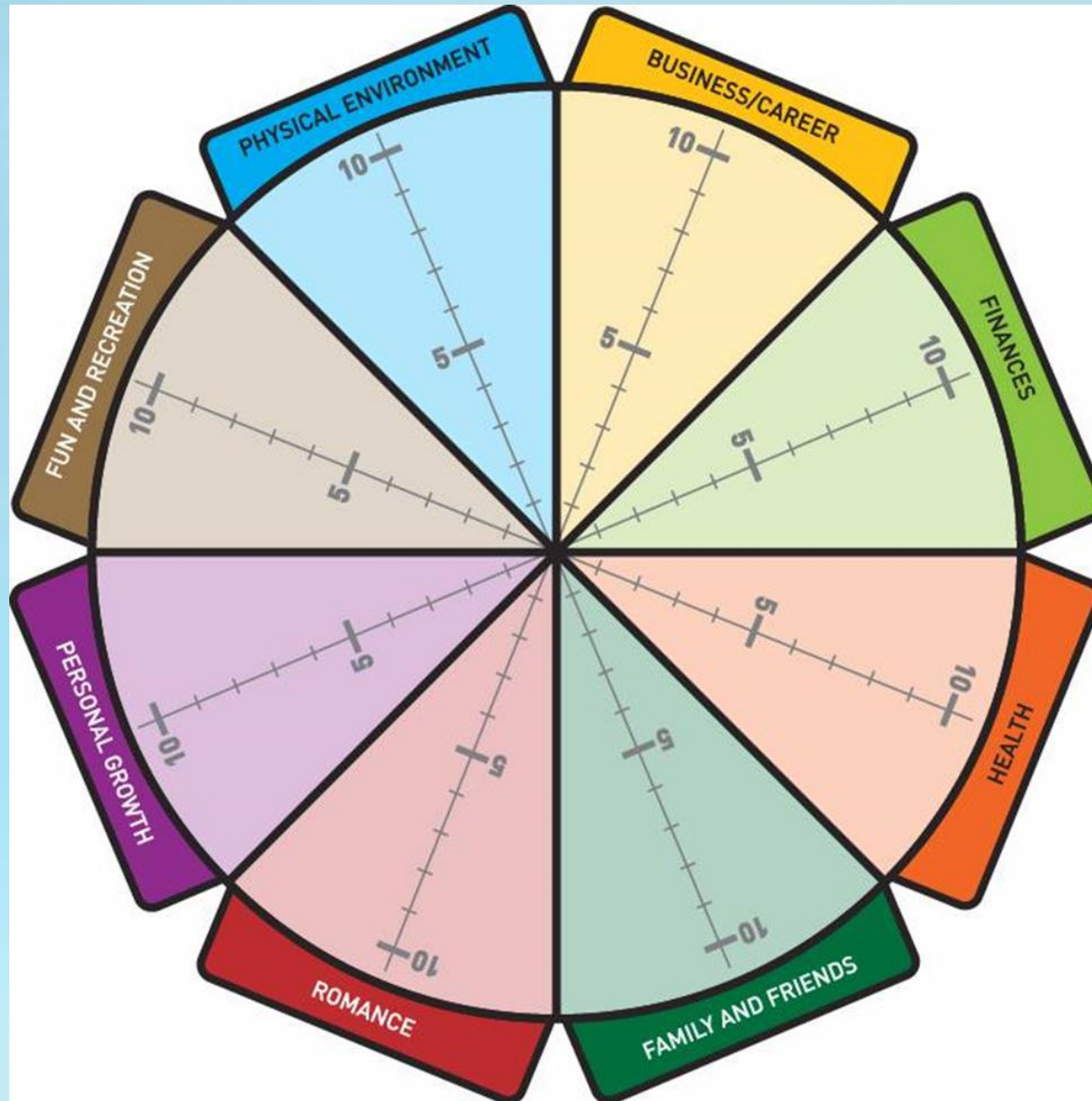
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Work



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Wheel of Life



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