



Effective Supervision

Kean's Mission

The University dedicates itself to the intellectual, cultural, and personal growth of all its members

As their supervisor, you will teach, guide, and build their skills.

Objectives



What are the strategic objectives of your team?

- You don't have to answer this publicly
- Don't be surprised if you don't know
- 1/3 of employees are unclear about company business goals (Robert Half International, 2013)
- 50% don't set clear goals

- Link to survey https://www.towerswatson.com/en/Insights/IC-Types/Ad-hoc-Point-of-View/Perspectives/2015/effective-managers?utm_source=SocialMedia&utm_medium=Twitter&utm_campaign=InR&utm_content=GBL-2014GWSTMR&hootPostID=05990fa626c35603bee9525e00eb34eb

Setting expectations

Begins at the start of the project

Begins on the first day of employment

Begins at performance review

Contracting

What is
contracting?

Contracting is a
conversation

Behaviors between
supervisor and employee

Clearly communicate the
expectations of the project

SMART Goals

- Specific
 - Measurable
 - Attainable
 - Relevant
 - Timely
-
- Link to worksheet:
<https://www.smartsheet.com/blog/essential-guide-writing-smart-goals>



| Take time to
| be SMART

Time saving

Money saving

Improves performance

Gets things right the first
time



Conflict Management

Is conflict normal?

- Yes!
- Often arises out of unmet needs
- Misinterpreted statements
- Insults
- Conflict is part of all relationships and can be healthy



Do you build a
bridge or burn
it?

- Conflict can be managed well or destructively
- Examples of destructive behaviors
 - Blaming
 - Public criticism
 - Emotional
 - Body language

Managed conflict

View it as a joint problem

Timely

Battle the root and not the branches

Private

End with a potential solution

How?

- Prepare
- What is the conflict? State the issue
- Handle defensiveness
- Two way communication on solutions



Communication

Communication

The process of
sending or
receiving a
message

Barriers to
communication
exist

Communication

Words 7%

Vocal
Affects 38%

Non-verbal
55%



Effective or ineffective communication? Why?

- There must be a better way to do that
- You've been here for such a long time, why don't you know this?
- You're making my job harder
- You're totally unreliable



Effective
Communication

Body language

Acknowledgement

Paraphrasing

Not interrupting

Eye contact

Increase self-esteem

Celebrate a job well done

Write things down

Notice emotion

Remember key moments

Spend time

Share compliments

Follow through

Smile

Admit when you are wrong

Listening

What is active listening?

Removing barriers to listening

Responding and paraphrasing

Asking clarifying questions

Acknowledging what might not be said

Listening vs. Interpreting

Our ego convinces us that we understand the meaning of a statement

We have to distinguish b/t what was said and what we interpreted

Failure to distinguish might result in negative consequences

Attitude

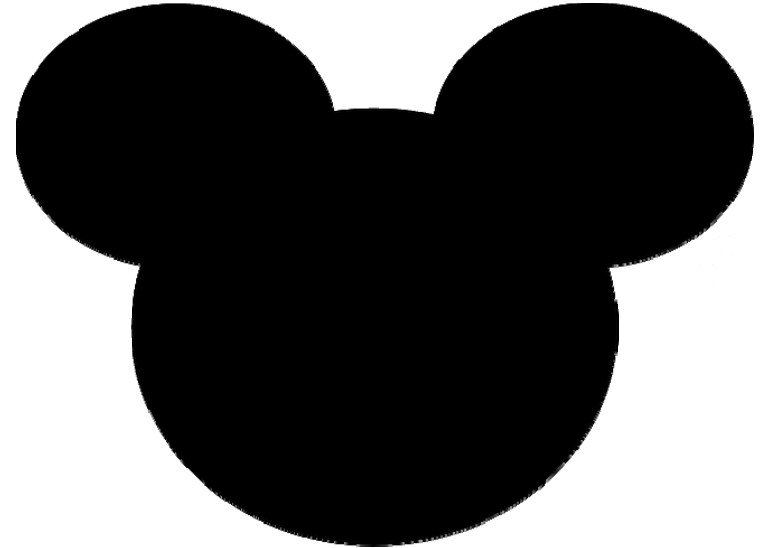
Can make the difference
between success or failure

External state

Disney concepts

Disney Concepts?

- A. I love Disney! I am one of those mouse obsessed people
- B. Disney is the evil empire
- C. Why would I go to an imaginary land when there is so much in the real world that I can see?
- D. Disney rocks...hakuna matata. Even if you hate Disney, this is the right answer for this class. A is also acceptable.



Disney Concepts

Everything speaks

Cast member

Show

What role do you play?

What kind of show do you deliver
when you are on stage?

As a leader....

Manage environment

Manage change

Manage negativity

Manage emotions

In a realistic and positive manner

Emotional contagion effect



Leadership

Servant Leadership

The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first



Servant Leadership

- A style of leadership that is based in:
 - Listening
 - Self-awareness
 - Intention to understand each individual
 - Nurture and create paths for higher goals
 - Committed to serve others
 - Humble

Conclusion

This session gave you many tools

Research it

Apply it

And watch your team respond

Share your experiences