

# **Skills for Success As a Supervisor**

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**Presented by:  
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# **Skills for Success As a Supervisor**

**Supervisor=  
PEOPLE DEVELOPER**

## Communicating Clearly: Getting Your Message Across

- ❖ **Vague**: We've got to do a better job.
- ❖ **Specific**: Everyone in division two sales must increase his productivity by 5% by the end of the second quarter.

## Feedback

- ❖ **Feedback Is**: Information to let people know how effective they are in what they are trying to do or how their behavior is affecting you.
- ❖ **Feedback is Not**: Giving someone a "piece of your mind," dumping angry feelings, putting someone in his place, getting even.

## **Do Not Give Feedback When:**



- ❖ You do not know much about the circumstances of the behavior.
- ❖ You are very angry.
- ❖ The other person is angry.
- ❖ Other people are around.

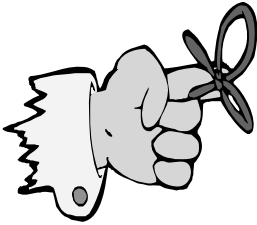
## **Skills for Success As a Supervisor**

**“The difference between the right word and the almost right word is the difference between lightning and a lightning bug!”**

**Mark Twain**

# Remember!

Before giving constructive feedback think about these three things:



- ❖ Identify your purpose for the feedback.
- ❖ Think about timing.
- ❖ Plan what you are going to say.

## Giving Feedback Constructively

- ❖ Explain reason for conversation
- ❖ Focus on facts
- ❖ Describe concerns
- ❖ Offer suggestions
- ❖ Ask for input
- ❖ End with support

# The Successful Supervisor



- ❖ Role model the values
- ❖ Do real work alongside your people
- ❖ Be approachable
- ❖ Share information
- ❖ Work to develop people
- ❖ Delegate
- ❖ Listen