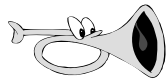# SKILLS FOR SUCCESS AS A SUPERVISOR

Supervisor =
People Developer

Perceptions Are REALITY

- Tone of Voice

- Body Language

- Choice of Words

Behavioral Communication Styles

AMIABLE   EXPRESSIVE

ANALYTICAL   DRIVER

Do Not Give Feedback When:

1. You do not know the facts

2. You are angry

3. The other person is angry

4. People are around

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.

Skills for Success

"The difference between the right word and the almost right word is the difference between lightning and a lightning bug!"

Mark Twain

Major Motivators

1. Senior management's interest
2. Challenging work
3. Decision making authority
4. Company focused on customers
5. Career advancement opportunities

6. The company's reputation as a good employer
7. A collaborative work environment
8. Resources to get the job done
9. Input on decision making
10. A clear vision from senior management about future success