



Learning Dynamics celebrates its 35th Anniversary this year! We hope you have found Part One of Effective Supervisory Behaviors to be helpful. Our next issue will feature Part Two.

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On The Call...

A Newsletter Dedicated to Supervisors and Their Challenges

Volume 10 • Issue 3

Effective Supervisory Behaviors

Part One

As we celebrate our 35th anniversary, we reflect back on the behaviors we've seen demonstrated by effective supervisors. In this first of a two-part series, we look at 18 of these behaviors. (The behaviors are not ranked or in any particular order of importance; all of them are important).

THIRTY-FIFTH ANNIVERSARY



1. PROVIDE TIMELY AND SPECIFIC, POSITIVE AND CONSTRUCTIVE FEEDBACK –

letting employees know where they stand provides them with valuable information that enables them to continue to do what they are doing or correct their behavior or performance issue.

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2. COMMUNICATE DURING TIMES OF CHANGE –

providing information with and about changes reduces the resistance to change. Employees want to have timely information during times of change.

3. DELEGATE –

not to be confused with dumping, delegation can enrich an employee's job.

4. CROSS-TRAIN STAFF –

this helps build additional skills among your workforce.

5. COACH GOOD PERFORMERS –

by focusing on your good performers, you show that you are interested in their development.

6. REMAIN CALM DURING STRESSFUL TIMES –

your employees will take their cues from you; if you show you are frazzled in times of stress, employees are more likely to become stressed themselves.

7. DO NOT PLAY FAVORITES –

employees notice when you show favoritism to one or two employees, which will lower morale. Treat all your staff fairly and consistently.



8. BE EVEN-TEMPERED –

supervisors who are moody create an environment where employees can be reluctant to go to them. Even-tempered supervisors are more approachable.

9. CAN DETERMINE WHETHER UNDER PERFORMING EMPLOYEES CAN'T OR WON'T DO THEIR JOBS –

this enables the supervisor to determine the appropriate strategy for addressing the sub-par performance.

10. KNOW WHEN TO SEEK ASSISTANCE –

savvy supervisors recognize when to seek other internal resources (e.g., their manager, HR) to get assistance.

11. MAINTAIN CONFIDENTIAL INFORMATION –

by virtue of being in a supervisory role, certain information will be shared with you that must be kept confidential.

12. ARE FLEXIBLE –

progressive supervisors realize that there is more than one way to handle a task and are open to different options.

13. POSSESS SELF-AWARENESS –

by demonstrating this component of emotional intelligence, you acknowledge areas where you need to improve.

14. FOSTER A DIVERSE AND INCLUSIVE ENVIRONMENT –

by treating all employees fairly and professionally, you will demonstrate respect.



15. EMPOWER EMPLOYEES –

rather than micromanage, empowering one's staff leads to improved problem-solving and skill building by employees.

16. ACTIVELY LISTEN –

this ensures your understanding of discussions with internal and external customers.

17. PROVIDE STELLAR INTERNAL SERVICE –

by focusing on assisting your internal customers, they, in turn, are more likely to follow suit and provide your department with excellent internal service.

18. MANAGE UP –

getting along with your managers and adjusting your style, when needed, is a sign of a progressive supervisor.

