



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

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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.

Continued on page 2

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.

