

Supervision in the Workplace

Presented by:

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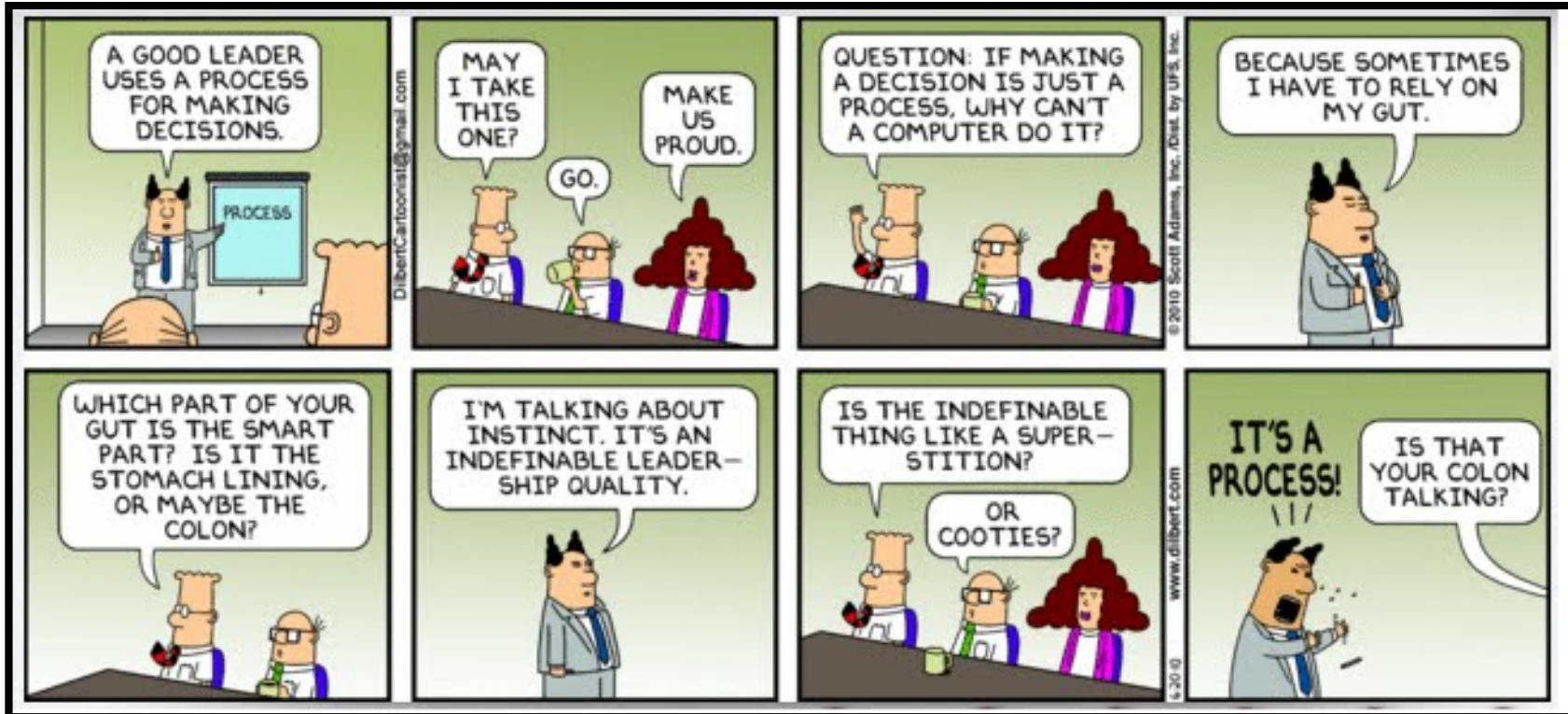
Goals for the day

- Increase your understanding of the role of a supervisor
- Understand a four step approach to supervising
 - L – Leadership
 - E – Education
 - A – Assets
 - D – Direction

A man can sell his integrity for a nickel, but for all the money in the world won't buy it back."

LEADERSHIP

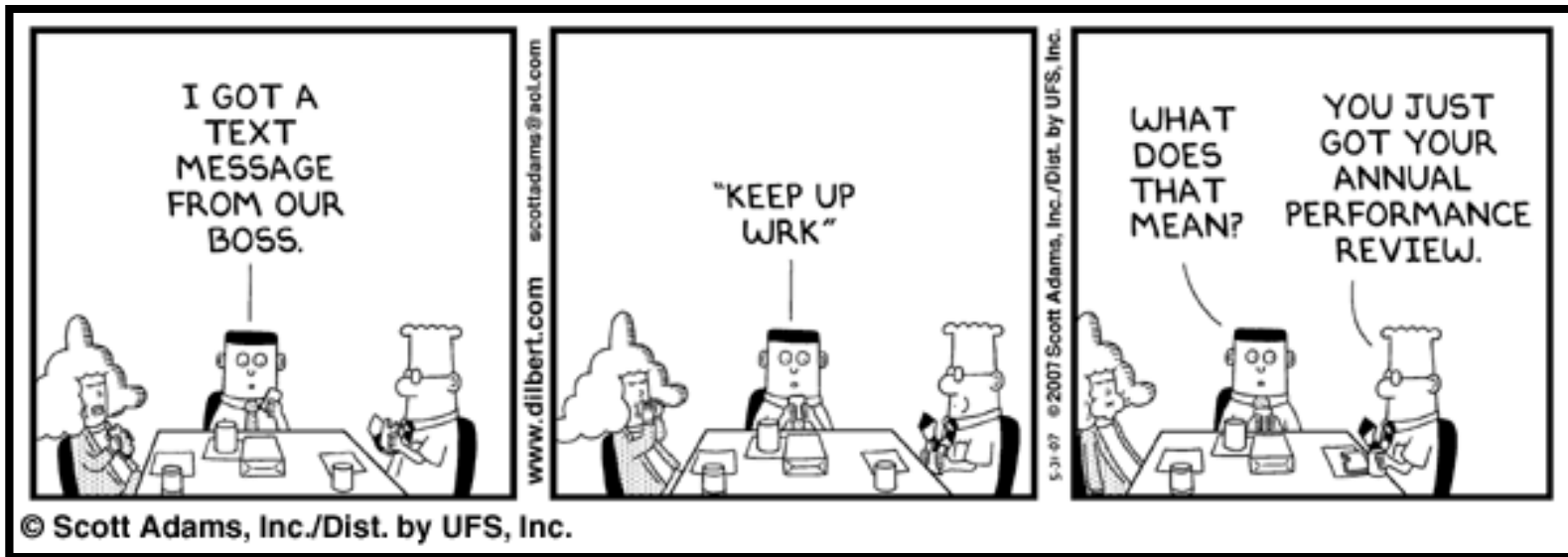
Define Leadership



Model Behaviors



Engage Your Staff



Accountability



“The only thing worse than training good employees and having them leave is, not training your employees and keeping them.”

Zig Zigler

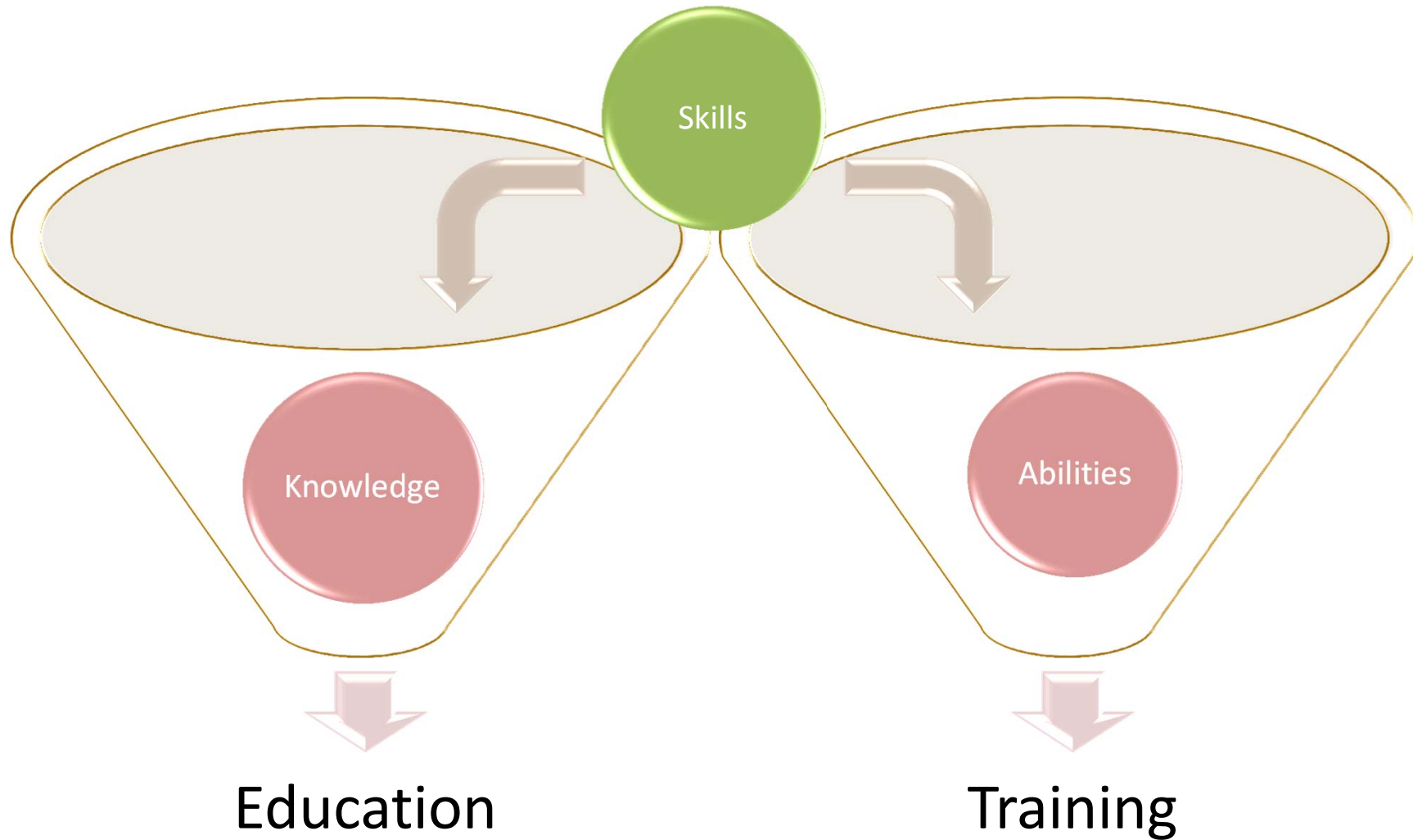
EDUCATION

Expectations



Hello...this is Peggy...

Training vs. Education



Learning Styles

VISUAL
SEE IT.



AUDITORY
HEAR IT. SAY IT.



KINESTHETIC
DO IT.



On The Job Model

1. Introduction
2. Trainer Show and Tell
3. Learner Tell and Trainer Show
4. Learner Tell and Show
5. Complete the Training
6. Document the Training
7. Verify the Training



“I always like to refer to managers in corporate America as the renters of the corporate assets, not the owners.”

Henry Kravis – Top 100 Wealthiest Men in the World

ASSETS

What is needed?

- **P**riorities
- **P**eople
- **P**rocess

THE 3 P'S

Provide the Resources

- What happens without the proper resources?



Risk vs. Benefit Analysis



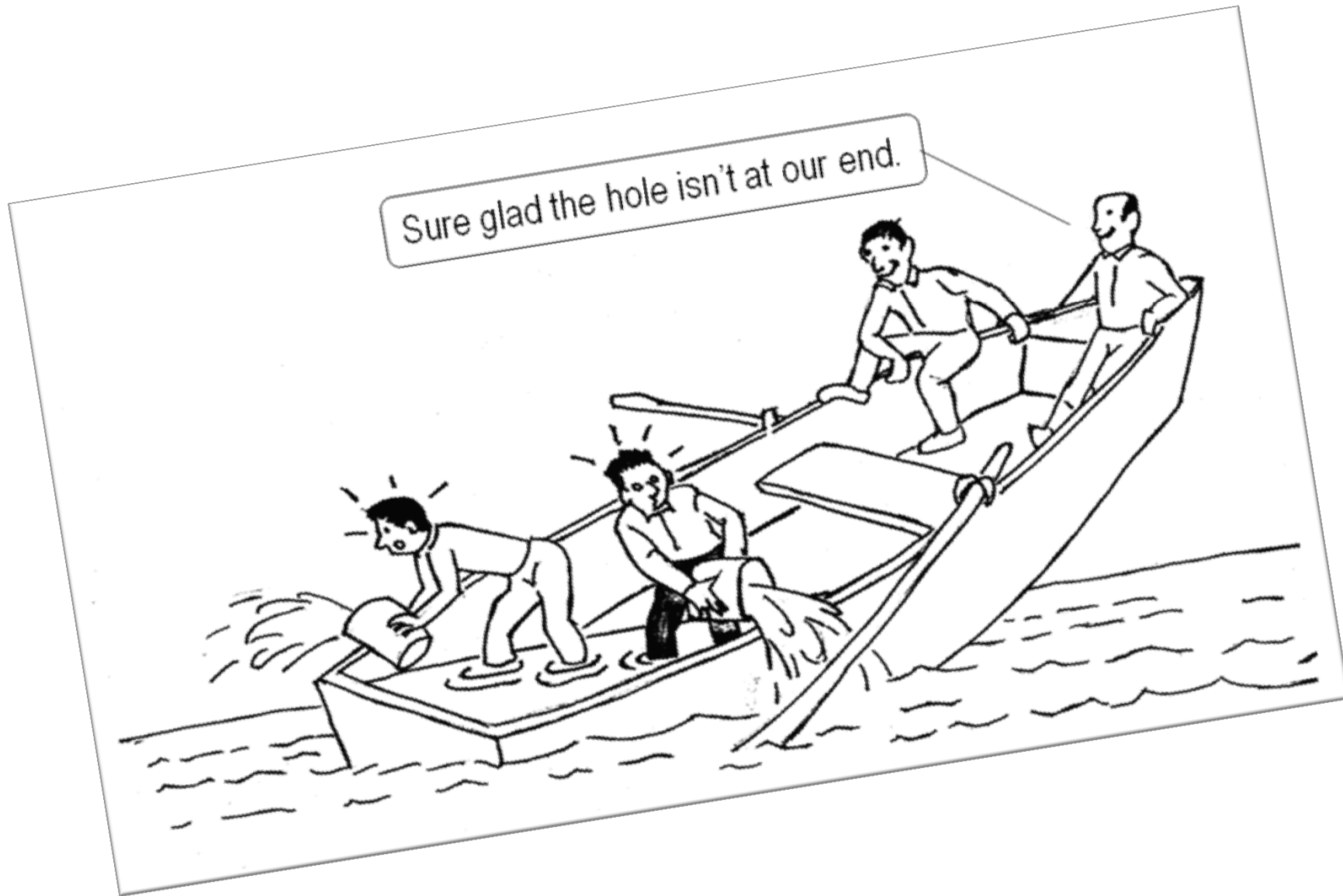
Know your hazard - JHA

Steps	Hazards	Preventions
1)	1a) 1b)	1)
2)	2a) 2b) 2c) 2d)	2)
3)		
4)		

Risk Matrix

Likelihood Scale Definitions		
Frequent	Individual	Likely to occur often.
	Fleet	Continuously experienced.
Probable	Individual	Will occur several times.
	Fleet	Will occur often.
Occasional	Individual	Likely to occur some time.
	Fleet	Will occur several times.
Remote	Individual	Unlikely to occur, but possible.
	Fleet	Unlikely but can reasonably be expected to occur.
Improbable	Individual	So unlikely, it can be assumed it will not occur.
	Fleet	Unlikely to occur, but possible.

Inspect



“The criterion a leader should meet is the ability to get the job done, whatever it may be. Observe candidates for promotion in action and evaluate their results. Focus on individuals who habitually cut to the chase and are able to marshal people and resources to get the job done.”
Patton on Leadership: Strategic Lessons for Corporate Warfare, Prentice Hall Press 1999

DIRECTION

Management Types

- Production Centered
- Employee Centered



Giving Direction

- Persuasion vs. Coercion
- Constant, **necessary** communication
- Empower



Giving Direction

- Ensure employees know the mission
 - Objectives and Goals
 - Assign tasks
- Create accountability

Goals



Create Accountability

- Inquire about progress
- Make adjustments as necessary
- Be available



DAVE COVERLY

"MISS WILCOX, SEND IN SOMEONE TO BLAME."



Don't have regrets...Ask your questions now.