
Is Supervision For Me?

Sample Program

About These Samples

The following samples are from a one day program entitled “*Is Supervision for Me?*” The program is designed to provide participants with insights on the rewards and challenges of becoming a supervisor, and to help them decide whether it’s right for them.

Included for evaluation purposes are:

- A Course Overview describing the format and objectives of the full course.
- A Sample Module containing the program’s introduction and 1st Module covering why someone would want to become a supervisor, and what makes a good one. Included in the sample module are:
 - The module’s Slide Presentation
 - The module’s exercise entitled, “*What Makes a Good Supervisor?*”
- A sample exercise used in a subsequent module (not included with these samples) on challenges faced by supervisors.

Is Supervision for Me? Course Overview

Purpose: The intent of *"Is Supervision for Me?"* is to provide participants with insights on the rewards and challenges of becoming a supervisor, and to help them decide whether it's right for them.

Topics: To accomplish this purpose, the proposed course envisions covering the following topics:

- What Makes a Good Supervisor?
- What are the Challenges of Becoming a Supervisor?
- What do Supervisors Do?
- What's Different Than Being an Individual Contributor?
- What Skills Do you Need to Become a Supervisor?
- What Other Supervisors Wish They Had Known Before Becoming One
- Typical Supervisory Challenges
- What to Consider in Making the Decision to Become a Supervisor
- A Self Assessment and Development Plan to acquire needed skills

Learning Objectives: In terms of the specific learning objectives, by the end of the course using the learning from the day, participants will:

- Understand what makes someone a good Supervisor
- Understand the role and work of a supervisor
- Understand the challenges of being a supervisor and how this differs from being an individual contributor
- Understand the skills and competencies needed to become a supervisor
- Have experienced some of the challenges of being a supervisor and have had the chance to measure their comfort level with these types of situations
- Have the chance to self assess whether supervision is right for them

Course Overview

- Have the chance to determine what competencies and skills they need to develop if they wish to make the move to supervision

Format:

The proposed design is based on adult learning principles that foster active involvement by participants.

Participants will be asked at the beginning the session what they hope to get out of it. These answers will be recorded on a flip chart and revisited at the end of the session to determine if these items have been met. For any open items, the Facilitator will provide suggestions on how participants can pursue these items on their own.

In addition, the design incorporates extensive use of discussion based exercises and role plays in subgroups or with a partner. Some of the exercises will also require individual work.

Topics will be introduced via short slide presentations. Participants will then take the material and delve into it further via the exercises.

At the end of the session, participants will be asked to use the knowledge they've acquired throughout the day to complete a self-assessment on whether supervision is right for them, and a development plan for acquiring or enhancing applicable supervisory skills.

Participant Manual:

Participants will also be provided with a participant manual. This manual will is intended to serve as a guide to help participants document their insights from the various program modules, and to also serve as a repository for the program's handouts. In addition the manual includes a worksheet entitled, "Putting It All Together" that helps the participant document all the factors they may want to consider in their decision on whether to pursue a career in supervision.

The Manual will be in notebook form with available pockets to hold course handouts.



Is Supervision For Me?



A Day of Self Discovery

Topics

- Why Become a Supervisor?
- What Makes a Good Supervisor?
- What Are the Challenges of Becoming a Supervisor?
- What do Supervisors Do?
- What's Different Than Being an Individual Contributor?

Topics – Cont.

- What Skills do you need?
- What I Wish I Had Known Before Becoming a Supervisor?
- Typical Supervisory Challenges
- What to Consider in Your Decision Whether to Become a Supervisor
- Self Assessment & Development Plan

Learning Objectives

- Understanding of what makes someone a good Supervisor
- Understanding of the Role and Work of a Supervisor
- Understanding of the challenges of being a Supervisor and how it's different from being an individual contributor
- Understanding of the competencies and skills needed

Learning Objectives

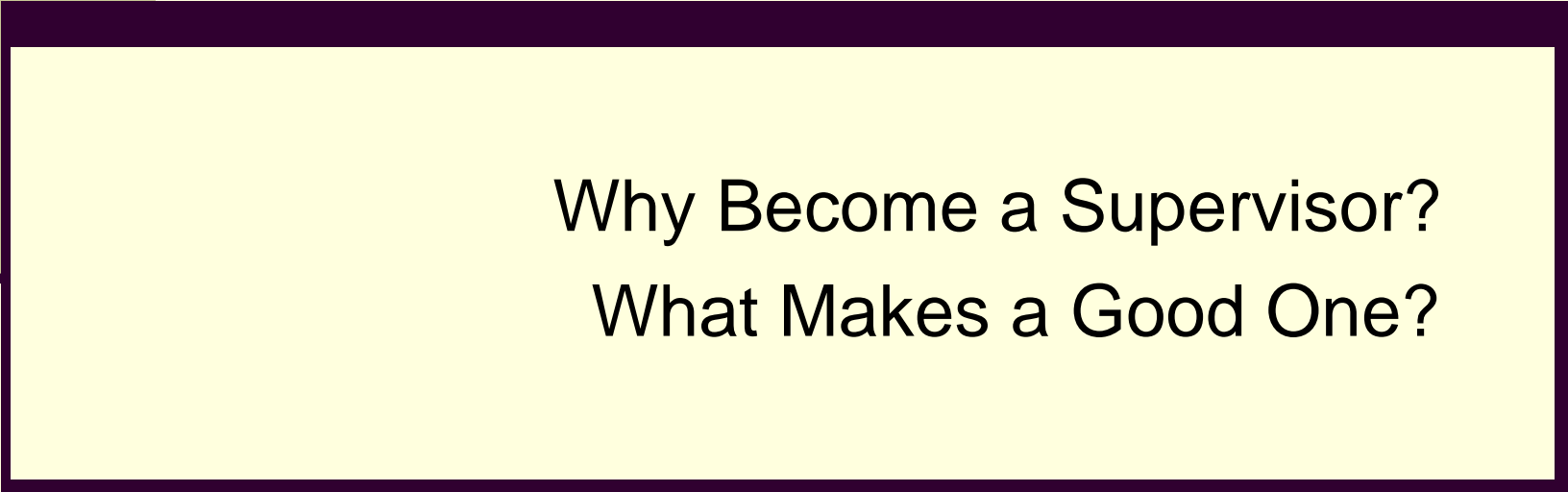
- Chance to experience some of the challenges of being a Supervisor
- Chance to start self assessing if the role of a Supervisor is right for you
- Chance to determine what competencies you need to develop if being a Supervisor is something you want to pursue.

Learning Community Behaviors

- Full participation from everyone is key
- This workshop will only be as valuable as you make it
- If you think it, say it
- Respect appropriate confidentiality
- One person speak at a time
- Disagree with ideas, not people
- No personal attacks



The Basics



Why Become a Supervisor?
What Makes a Good One?

Why Become A Supervisor?



- Chance to Lead
- New Challenges
- Chance to make increased contributions
- Increased learning opportunities
- Increased Promotional Opportunities

What Makes a Good Supervisor?

What the Experts Say



- Provide the right level of oversight
- Believe in their People & Demonstrate it through their actions.
- Builds & Gains Trust
- Leads by Example

What Makes a Good Supervisor?



- Sets High Standards
- Effectively Plans and Assigns Work
- Good Communicator
- Good Listener
- Good Teacher
- Good Coach
- Makes Good Decisions
- Good Problem Solver

What Makes a Good Supervisor?



- Builds Effective Relationships
- Gets Commitment
- Is Fair – Doesn't Play Favorites

What Makes a Good Supervisor? Exercise

Background: This exercise is intended to help you become aware of what you feel makes someone an effective supervisor, and what followers want from their supervisors.

Exercise: Part 1. Think of someone that you feel was an excellent supervisor. Then in the space below, list several reasons why you feel he or she was effective. Also feel free to list some of the characteristics they exhibited.

Part 2. Think of someone who you don't think was a good supervisor. Without naming the person, or violating confidentiality, list why he or she wasn't effective. What was missing? What did he or she do that they shouldn't have?

What Makes a Good Supervisor? Exercise – Cont.

Part 3. Now think of what you as an employee have wanted the most from your supervisors. List these expectations below.

Part 4. Looking at your list, how many of your expectations were met by the excellent supervisors vs. the ineffective ones.

Part 5. Be prepared to share your key insights with the larger group.

Typical Supervisory Challenges Exercise

Note: This Sample is for evaluation purposes only. Participants will work with a partner. The exercise asks participants to analyze a series of challenges often faced by supervisors, and develop a recommended way of handling the situation, and the supervisory skills required to handle it successfully. After completing his/her analysis, the participant will share his/her insights with their partner.

The sample includes 2 of many situations that represent challenges supervisors often face. Other situations that could be included in such an exercise might be:

- Sick Coverage
- Group performance not meeting expectations
- Relationships with former peers
- Dealing with Attitude problems
- Delegation
- Training
- Performance Management
- Time Management

Contact **KAW** for development of a full blown exercise that fits your organization's unique needs.

Sample Exercise

Background: Supervisors in their day-to-day work face numerous challenging situations. This exercise provides you with the chance to mentally experience some of these challenges.

Exercise: Starting on page 2, are descriptions of some challenging situations faced by Supervisors. After reading all of them, you and your partner should pick 3 you want to work on. Then for each situation:

1. Take about 5 minutes each to process these questions individually
2. Share your insights with your partner.
3. Make a mental note of your own personal comfort level in dealing with such a situation.

Typical Supervisory Challenges: Exercise

Situation 2: *New Procedures*

You've just been informed that the Department is putting in a system enhancement that will require everyone to learn and adopt substantial new procedures. The existing workload is already high and the system enhancement will be implemented shortly.

Questions

1. Describe why this is a challenging situation for a Supervisor.

2. Identify what a Supervisor needs to do to handle the situation.

3. What skills would that require? (For reference, see the list of Supervisory skills on page 4.)

Typical Supervisory Challenges: Exercise

Reference Material Supervisory Skills and Competencies

Following is a list of skills that Supervisors need to be effective in their jobs.

Leadership Skills

- Leadership
- Problem Solving
- Decision Making
- Conflict Resolution
- Evaluating Performance
- Coaching and Counseling
- Dealing with Difficult People
- Team Building
- Training and Developing Others

Communication and Interpersonal Skills

- Oral and Written Communications
- Listening
- Relationship Building
- Building Trust

Work Management Skills

- Goal Setting
- Planning and Organizing
- Delegating
- Project Management
- Time Management
- Attention to Detail