BACK TO THE BASICS
It Is Not About You

• Supervision is about your staff; work to remember that the supervision meeting is for your staff and it’s not about you.

• Use examples from your own experiences but keep them topical and relevant and resist storytelling.

• Stay focused on them (the individual &/or the team) and consider the following questions:
  • “What do they need from me?”
  • “How can I help support this staff member?”
  • “How can I help support the team?”
Agenda

• Have the team member come prepared with an agenda; have them do this prior to your supervision session as it helps them feel engaged in the meeting.

• Keep to the agenda until it is time for different discussions; it is important for staff to feel heard and get their goals/tasks discussed.
Mission Driven

• Supervision needs to be mission focused and aligned.

• Have the majority of staff tasks and goals fit the organizations missions and values.
Ice Breaker Games

• Have fun!

• Ice breaker games are a great way to get to know staff!
Explore Ideas

• Some staff love to explore goals and ideas (depending on MBTI).

• Exploration and curiosity can really help staff feel heard, helps with staff retention.
The ‘Why’

• Why we do the work we do - even when it’s tough.

• Demonstrate appreciation for the hard work that staff is doing.
Holding People Accountable

• Ensure that you are following up with stated tasks, goals, and expectations that you have requested and placed on staff members.

• Ensure that you are following up on performance improvement plans (PIP).

• As the supervisor, when you demonstrate that you are following through on what you have asked it reinforces accountability in staff members.
Workloads

• Explore staff workloads, are the expectations reasonable and realistic?

• Does staff have too much or too little to do?

• When you discuss productivity have a graceful approach.
Relationships Matter
Empathy and Kindness

• Empathy is imperative when supervising frontline staff.

• Empathy will create a stronger relationship between you and your staff.

• Kindness when dealing with mistakes is a must - you can provide feedback and correction with kindness.
Knowing Your Staff

• Take the time to get to know your staff - they are integral to your organization AND they are people.

• Make the time to know what your staff likes and dislikes are.

• Investing in relationships with your staff members will have long-term benefits and reinforce staff engagement.
Know Your Staff’s Strengths

- Know what fills their cup, what makes them happy and brings them joy.
- Know what their struggles are (within appropriate limits).
- Know how to coach them to their strengths, find their strengths and help them continue to build on them.
- Knowing your staff’s strengths can lead to stronger teams due to being able to delegate different work to different staff.
**PERSONALITY TYPES KEY**

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<th>E</th>
<th>Extroverts</th>
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<td>are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.</td>
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<th>I</th>
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<td>often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.</td>
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<td>are realistic people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.</td>
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<td>prefer to focus on possibilities and the big picture, easily see patterns, value innovation, and seek creative solutions to problems.</td>
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<td>tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.</td>
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<td>tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.</td>
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<td>tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.</td>
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<th>Perceivers</th>
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<td>prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.</td>
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*Source: "Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type" by Paul D. Tietie, Barbara Barron, Kelly Tieger*
MBTI - 8 Preferences Supervisor/Supervisee

• Extrovert -
  Supervisor: discuss big picture and build relationship.
  Supervisee: Needs supervisor to listen to ideas and help problem solve.

• Introvert -
  Supervisor: Will want an agenda and will want conversation goal directed.
  Supervisee: Will be straight to the point and will want reflection time for feedback.

• Intuision -
  Supervisor: Loves to discuss big picture and how goals fit into mission.
  Supervisee: Loves to talk big picture and new ideas; goals will be big.

• Sensing -
  Supervisor: Likes staff to be realistic with goals and objectives.
  Supervisee: Will have an agenda and tasks will be realistic.
MBTI - 8 Preferences Supervisor/Supervisee

- **Feeling** -
  Supervisor: Will be focused and want harmony with staff.
  Supervisee: Will give a lot of context that will align with mission.

- **Thinking** -
  Supervisor: Will stay objective when working with employee.
  Supervisee: Will give a lot of contact that will align with mission.

- **Judging** -
  Supervisor: Likes goals to be set and an agenda sent ahead of time; remembering not always right.
  Supervisee: Will have goals lined out and will want closure at the end of the meeting.

- **Perceiving** -
  Supervisor: Loves to explore new ideas with people and shake it up in discussions.
  Supervisee: Loves when supervisor changes things up and is tasked with new and exciting things.
Support

• Support looks different for each team member, some will need more and some will need less.

• Know what types of support are most effective (in-person, emails).
Vulnerability

• As a supervisor model for staff that it is okay to be vulnerable.

• Vulnerability is a sign of strength and models how to be with difficult emotions for your staff.

• If there are changes coming up, express your uncertainty (appropriately) and remind them that things will work out.
Safety

- Create an environment of safety.
- Be integrable with your word.
- Be authentic and empathetic.
Be Approachable

• Be mindful of your body and your posture, have an open posture, eye contact, relaxed stature.

• If you can, weave in humor.

• Make sure that you do not have your phone out and are not distracted by your computer.

• Be available.
Boundaries

• Learn how to set limits with your staff.

• As the supervisor know what you are willing to share and what you are not; make sure that you do NOT overshare.

• Keep important information close until appropriate time to disclose to staff.

• Can you be friends with staff?
Trust

- Brene Brown: BRAVING

- Staff engagement and retention is higher when management is trustworthy.
Listening

• It is important to listen to staff ideas and concerns, learn to validate what they are saying and bringing to supervision meetings.

• Active listening → Not thinking about what you’ll say next, listening mindfully to respond (not react).

• We all want to be heard, your staff members want you to hear them.
Body Language

• Be relaxed and confident - what does this look like for you?

• When giving difficult feedback do not be in a defensive posture, intentionally have your body open, relaxed (willing hands, open palms).

• Smile – genuine
  • Brain reads “fake” smile before words can capture this as disingenuous; a fake smile subconsciously puts people on the defensive.
Effective Feedback

• The Sandwich Rule: Start with what staff is doing well, then improvement and finish with what staff is doing well.

• Be specific and timely with information, do not wait two weeks or two months to communicate necessary information or feedback.

• Facial expressions and posture can be lost in the virtual meeting so make sure your words are clear and concise.

• Do not take things personally when receiving feedback from staff. It is important to get that from them. Feedback is just feedback. Take it with grace.
Be Direct

• Effective supervisors are able to be concise and direct with what is being said; no vague language, or indirect metaphors, no story telling.

• It is important, especially when using virtual communication means, to be concise with your language.

• You want your staff member to understand your point and being direct is most effective.
Problem Solving

• Do this together with staff, it can be a great opportunity to build the relationship and learn about your staff member.

• Set the expectations that staff come up with solutions, work to engage your staff and integrate them into the solutions through building problem solving

• Bring willingness to the supervision meetings and actively listen to staff ideas (you want them to share their ideas and their solutions)
Healthy Conflict

• Work to understand that conflict is not necessarily person and do not take everything personally.

• Remind staff that it is safe to disagree with you; you are approachable and open to conversations and feedback.

• Make sure there is some element of closure to the discussion.
Humility

• Part of understanding humility and grace is learning to own your mistakes.

• Modeling humility shows that it is okay to make mistakes, that ALL of us make mistakes and this is how we learn.
Timeliness

• As a supervisor it is your responsibility to be on time to supervision meetings.

• Modeling accountable time management demonstrates that staff members and their work is a priority.

• Staff need to be timely to supervision and other meetings.
Adaptability and Flexibility

- Allow yourself to change on the fly with staff needs and organizational adjustments.

- Learn to go with the flow more and decrease rigidness or needing to be “right.”

- Model that change happens and you can move with it.
Thank You!