Day to Day Supervision
Being a Great Supervisor

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Content

1. Not a “model;” Instead broad foundation of things supervisors can learn and improve over years

2. Based on what people want:
   - Wholeness
   - Clarity
   - Safety
   - Growth
Supervising for Performance and Engagement

Clarity

Safety

Wholeness

Growth
Wholeness: Qualities, Culture, Strengths, Aspirations
Wholeness

**Qualities**
- Style, type, preferences
- Personality
- Education, skills

**Culture**
- Deep knowledge about how we define ourselves culturally
- Deep, shared understanding of organizational culture
- Commitments to diversity, inclusion, equity, and multiculturalism

**Strengths & Values**
- What you and others love doing
- Personal and organizational values
- Clear sense of meaning

**Aspirations**
- Current aspirations and ambitions
- Short and long term future aspirations and ambitions
Exercises

• What aspects of wholeness do you naturally promote as a supervisor and leader?

• What aspects of wholeness might you beef up? How?
Clarity: Decisions, Expectations, Accountabilities, Support, Skills
# Clarity

**Decisions**
- Clear and decisive, even without certainty
- Lead consensus (which means support, not affection)
- Transparent about who makes what decisions when and how

**Expectations**
- I know what’s expected of me at work
- Concrete, measurable performance
- Values
- Behaviors, attitude, professionalism, judgment

**Accountability**
- Commitment
- Alignment
- Courage
- Respect

**Roles & Skills**
- Direct
- Teach, Coach
- Support
- Consult
Exercises

• What aspects of clarity do you naturally promote as a supervisor and leader?

• What aspects of clarity might you beef up?
Safety: Trust, Autonomy, Support, Connection
Safety

Trust
- B.R.A.V.I.N.G.
- Boundaries, Reliability, Accountability, Vault, Integrity, Non-Judgment, Generosity

Autonomy
- Encouraged to set own goals, growth, experiment
- Able to choose how to meet expectations
- Able to make own judgments and decisions in the moment

Support
- Guidance, parameters
- Nudges, challenges
- Real-time answers, feedback, reflection
- Dedicated to What can we learn from this?

Connection
- Whole self
- Interpersonal
- Team
- Organization
Exercises

• What aspects of safety do you naturally promote as a supervisor and leader?

• What aspects of safety might you beef up?
Growth: Quality, Challenge, Confidence, Leaps
Growth

Quality
- Everyone held to highest quality standards
- Everyone has what they need to achieve quality
- Transparent engagement with quality data and improvement efforts

Challenge
- Challenging self and others beyond comfort zones

Confidence
- I’m confident you/we can do this
- Specific reflections about how we have grown
- Confidence in self

Leaps
- Wise change management
- Respecting the fear and uncertainty and leaping anyway
Exercises

• What aspects of growth do you naturally promote as a supervisor and leader?

• What aspects of growth might you beef up?