



The Role of Supervisor

Presented by
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Basic Management Functions

- Planning
- Organizing
- Staffing
- Monitoring
- Motivating

Supervisor's Role in Management Functions

FUNCTION	IMPACT	Supervisor's Role
Strategic Planning	Long-term	Seldom
Tactical Planning	Short-term	Often
Organizing	Long-term	Sometimes
Staffing	Short-term	Everyday
Monitoring	Short-term	Everyday
Motivating		

Supervision is Where the Rubber Meets the Road!

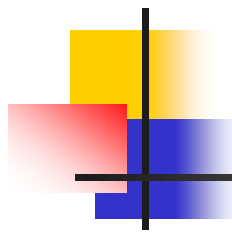
Driving Force Versus Controlling Force



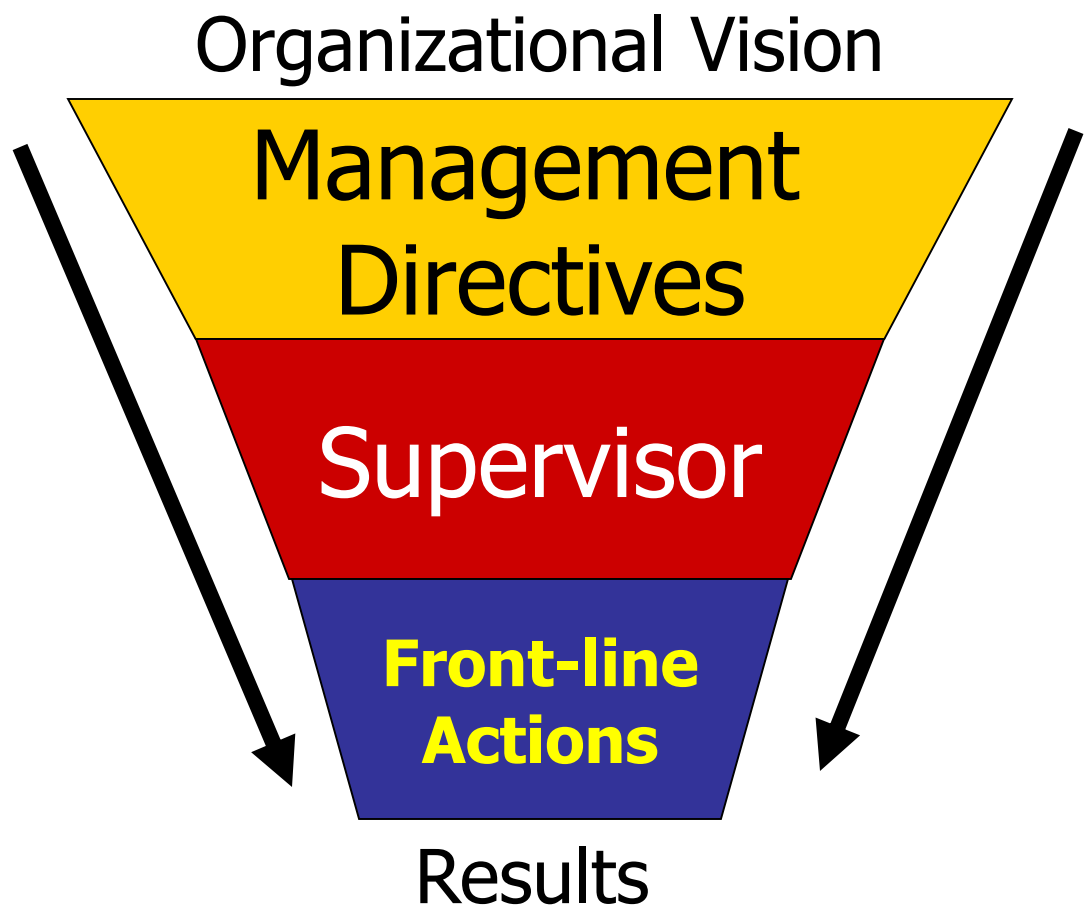
Common Challenges Facing Supervisors



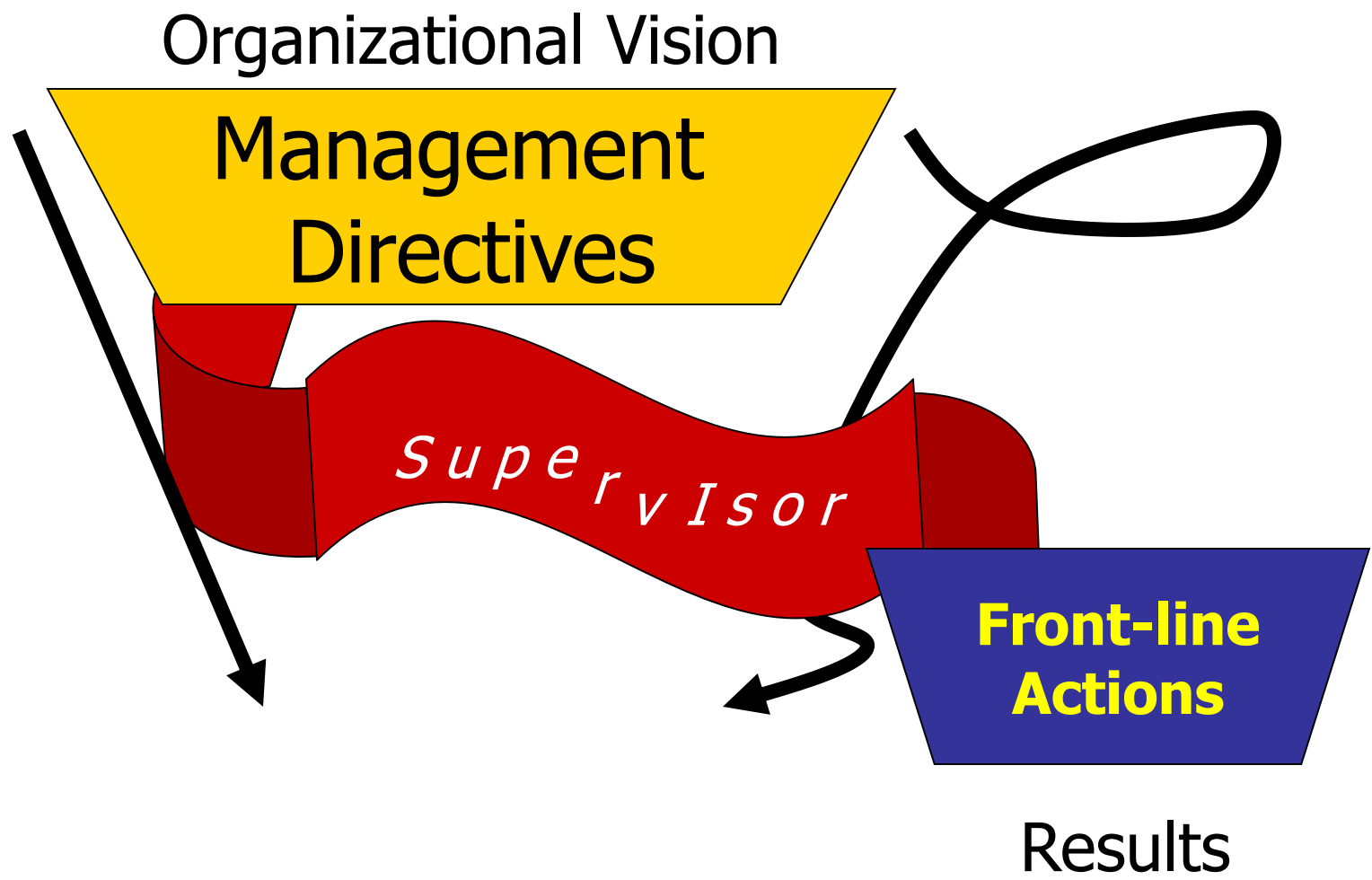
- **Caught in the Middle**
(Between Management Directives and Employee Performance)
- **Resolving Conflicts**
- **Dealing With Change**
- **Monitoring People Who Were Former Co-Workers**
- **Doing the Work versus Delegating Work**

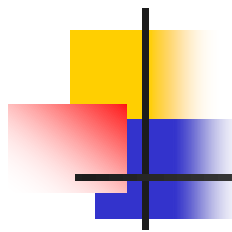


Caught in the Middle



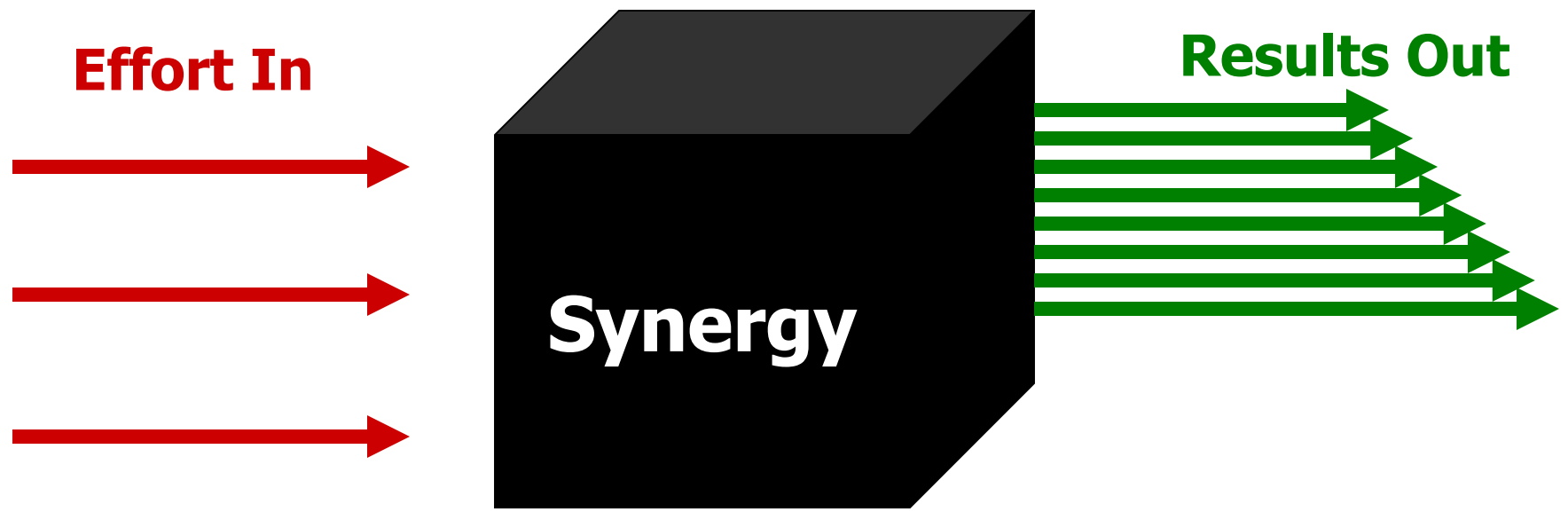
Caught in the Middle





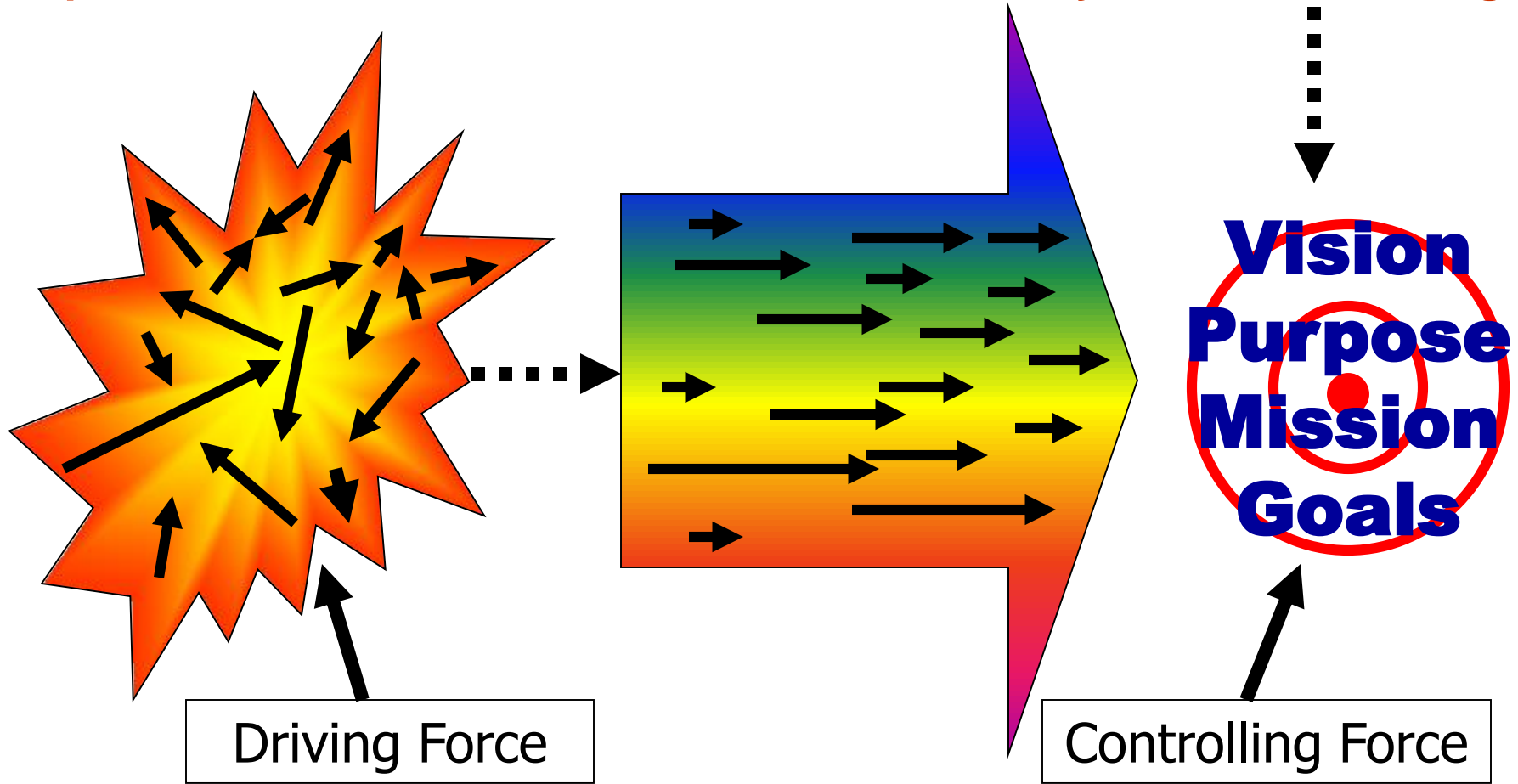
The Magic of Synergy

The interaction of multiple persons when the combined result is greater than the sum of the individual effort.

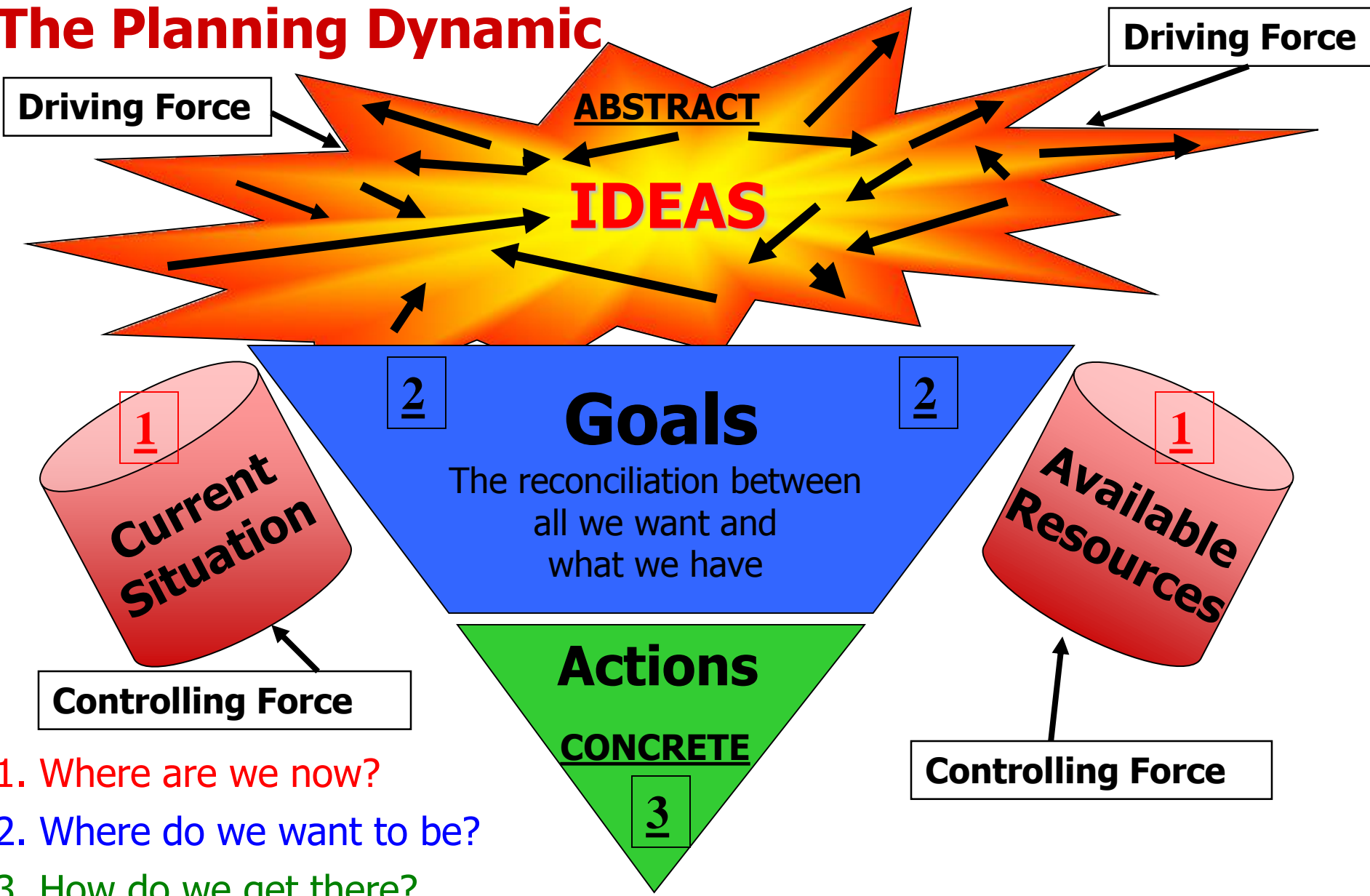


Dynamic of Aligned Action

Group Ideas Generated → Transformed → By Focused Planning



The Planning Dynamic



- 1. Where are we now?
- 2. Where do we want to be?
- 3. How do we get there?

RESULTS



Primary Roles of Supervisor

- **Monitoring (Controlling Force)**
 - Documenting
 - Negative Reinforcement
 - Correction
 - Coaching
- **Motivating (Driving Force)**
 - Rewards
 - Consequences
 - Influence
 - Positive Reinforcement
- **Communicating (Stabilizing Force)**
 - Balanced
 - Open
 - Assertive



Review Questions

- What are the five functions of management?
- What are some common challenges for supervisors?
- What is the definition of synergy?
- Why do supervisors often feel “caught in the middle”?
- What are the three primary roles for a supervisor?