Supervision/Management

Supervision/Management workshops provide best practices for: 1) turning individual talent into performance; 2) managing for results that support the university and departmental mission, vision, and values in a timely and efficient manner.

A. People Management and Emotional Intelligence

1. Models excellence in words, actions, and attitudes at all times, recognizing their responsibility to influence others positively

2. Shows emotional intelligence in guiding others while holding them accountable for results with timely and appropriate feedback on tasks and behaviors to improve individual and group success

3. Provides frequent feedback and uses the performance evaluation process appropriately to manage performance and encourage professional growth of the employees

4. Recognizes the impact of conflict on individuals, teams, and the organization; intervenes to minimize impact of conflict and achieve a positive resolution

B. Establishes and Maintains Positive Communication

1. Models information sharing that respects differences, ensures confidentiality, and encourages rather than discourages others

2. Provides constructive guidance that regularly notices and celebrates good work; privately addresses poor work

3. Is open in communications and approachable for questions to increase understanding, belonging, and transparency

C. Ensures work is accomplished

1. Knows policies, responsibilities, and procedures for their area of supervision

2. Creates, sets, and implements specific and measurable goals and manages resources (time/people/money/other) to ensure results and meet deadlines

3. Fosters motivation, encourages sharing of diverse experiences and perspectives, and cultivates a strong work ethic that results in productivity, collaborative relationships, and efficiency

4. Guides the team toward making effective decisions and overcoming obstacles to reach goals

D. Empowers Individuals and the Team Through Delegation, Support, and Resources

1. Delegates the right task to the right person to grow individual skills and enhance the cross-functional abilities of the team

2. Recognizes individual and group successes regularly and with intent to foster excellence

3. Exhibits flexibility with different approaches to getting things done and empowers others to take ownership of how job outcomes are achieved

E. Going the Extra Mile

1. Does what needs to be done, regardless of the type of work

2. Understands personal limits and stays aware of self to minimize being overwhelmed

3. Utilizes tools to track goals, objectives, and tasks to achieve organizational projects on time and within budget

4. Takes on extra duties and responsibilities to ensure that work gets done

5. Encourages and supports others in taking on extra duties and responsibilities