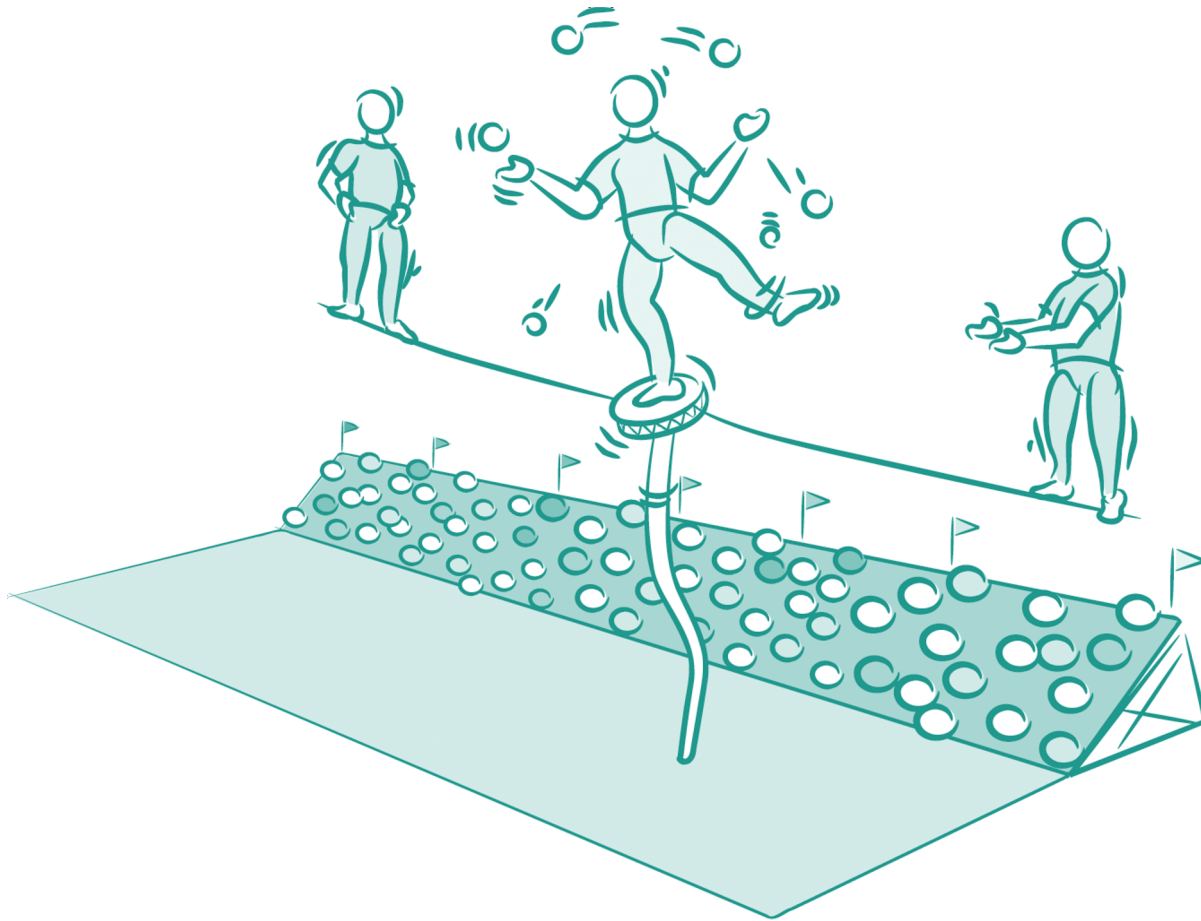


Welcome to
The Hallmarks of
Supervisory Success™

Introductions

- Name
- Your role
- Time as supervisor/Department Chair
- One transition challenge you've experienced

The Balancing Act

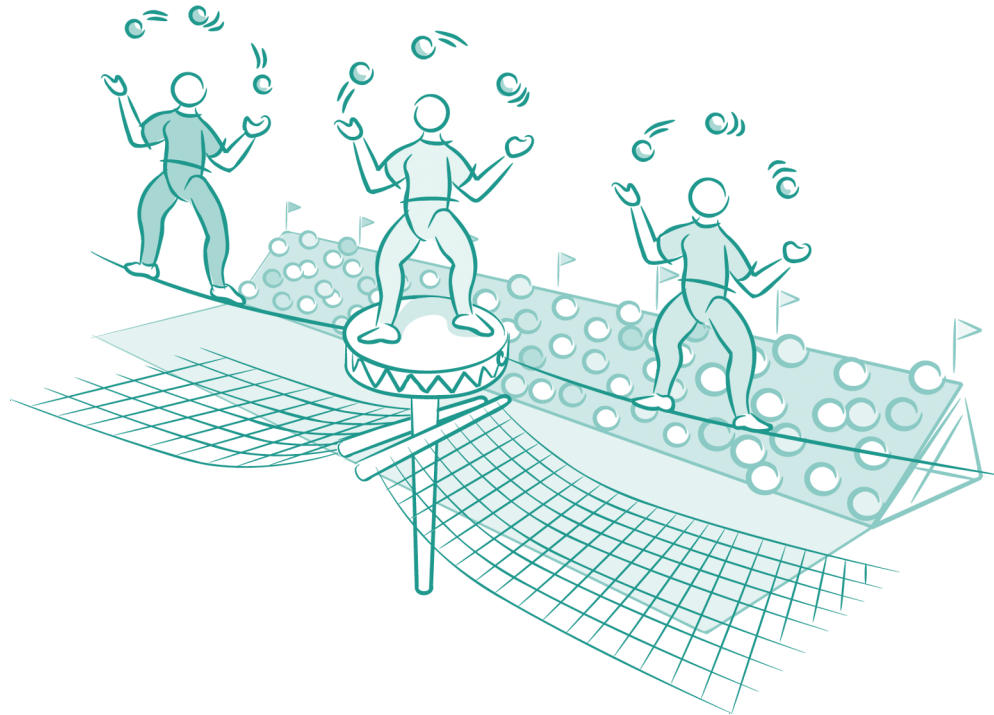


Your Daily Balancing Act

1. Former relationships and friendships WITH New working relations and arrangements
2. Doing work yourself WITH Getting work done through others
3. Activities and tasks WITH Goals and accomplishments
4. Leadership's expectations WITH team members' needs
5. University demands WITH Student learning/success
6. Representing yourself and peers WITH Representing the University

Keeping Your Balance: The Hallmarks of Supervisory Success

1. Building personal credibility
2. Activating work group commitment
3. Engaging leadership support



Purpose/Process

- Purpose
 - To help you develop strategies to effectively assume your supervisory role
- Process
 - Building personal capability
 - Activating work group commitment
 - Establishing a partnership with your supervisor
 - Action planning

Profiles in Credibility

Actions leaders take or don't take

Credibility-Building Priorities

- Redefine your relationship with your employees.
- Remove irritants and barriers.
- Follow through.

Activating Work Group Commitment

- Credibility affects supervisory success.
- You have exclusive control over credibility.
- You cannot completely control the commitment that your work group brings to the job.
- Building commitment and getting work done through others is central to the role of supervision.

Engaging Leadership Support

1. Ensure that goals and priorities support what they are held accountable for.
2. View supervisor as an ally.
3. Clarify expectations.
4. Bring solutions, not just problems, to your conversations.
5. Be a team player
6. Follow through on commitments and timelines.
7. Take responsibility – don't place blame.
8. Don't allow surprises.

Transition Talks

- What
 - *What priorities do I need to focus on?*
- Why
 - *Why is it important to meet that goal?*
- How
 - *How would you like me to communicate with you?*
- Who
 - *Who can I work with to make this happen?*

Transition Talks

- **What:** During this key conversation, you clarify your supervisor's expectations about your performance.
- **Why:** During this key conversation, you gain a big-picture sense of your organization's culture and strategy.
- **How:** Learning how your supervisor thinks and operates is critical for your own success as a supervisor.
- **Who:** Relationships are key in any organization. Your supervisor can help you identify individuals who can support you—and whom you can support—to achieve mutually beneficial results.

Insights and Action

What are some actions you can take away from today and implement back in your own team?

THANK
YOU