Welcome to The Hallmarks of Supervisory Success™

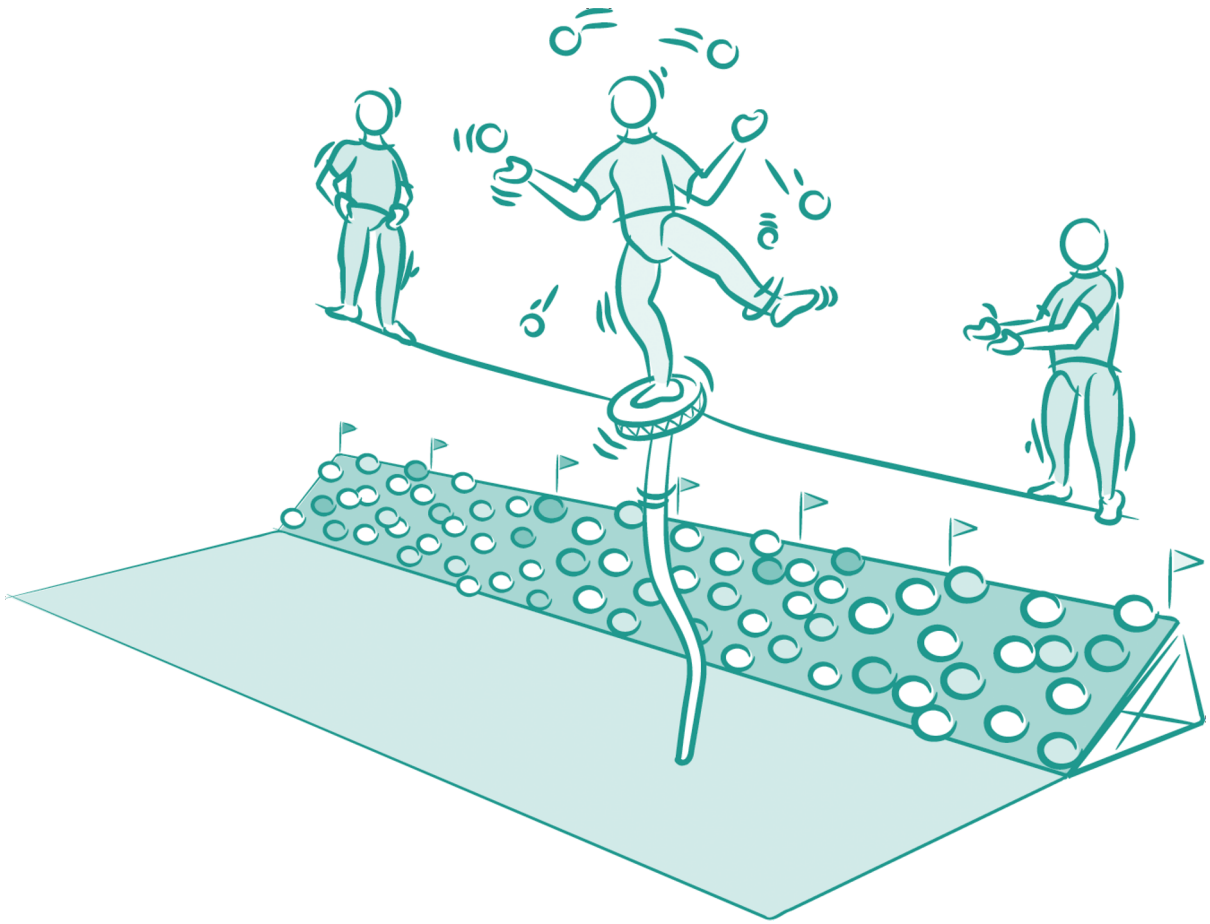
PACE UNIVERSITY

Talent Development and Continuing Education

Introductions

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

The Balancing Act



© 2017 AchieveForum

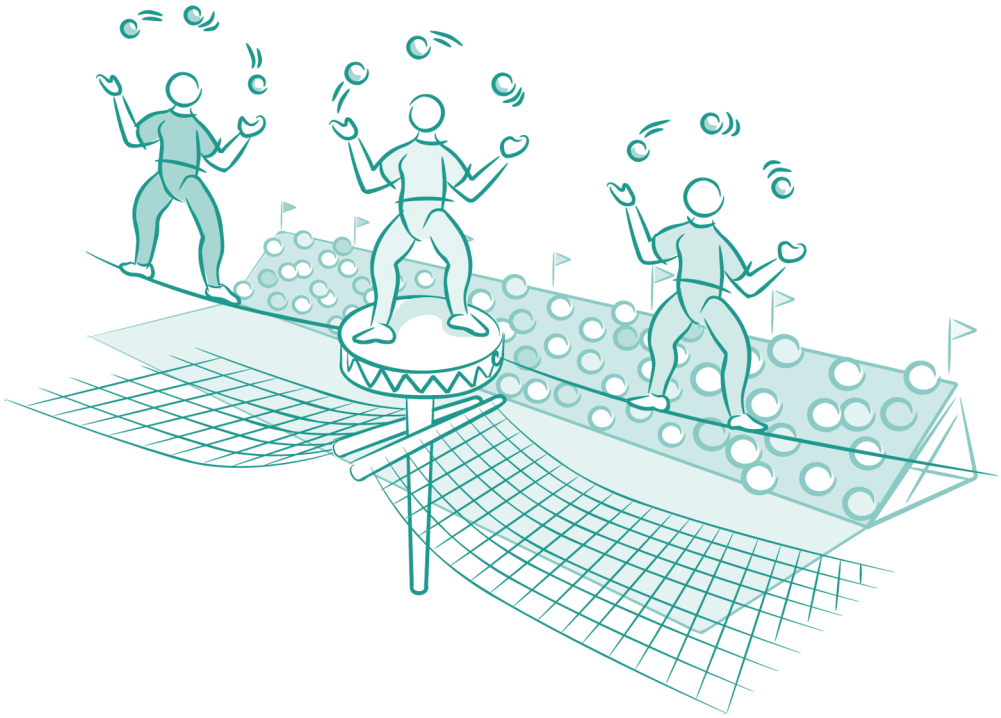
Your Daily Balancing Act

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

© 2017 AchieveForum

Keeping Your Balance: The Hallmarks of Supervisory Success

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



© 2017 AchieveForum

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

© 2017 AchieveForum

Profiles in Credibility

Actions leaders take or don't take

© 2017 AchieveForum

Credibility-Building Priorities

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

© 2017 AchieveForum

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.

© 2017 AchieveForum

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.

© 2017 AchieveForum

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?*

© 2017 AchieveForum

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.

© 2017 AchieveForum

Insights and Action

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

© 2017 AchieveForum



© 2017 AchieveForum