

# STEPPING UP AS A LEADER: SUPERVISOR SKILLS FOR SUCCESS



## LEARNING SUMMARY

### CREATING YOUR VISION

Vision is the ability to imagine the organization's future—and inspire others to work toward achieving that future.

- Continually look for new ideas and opportunities
- Filter and evaluate those ideas based on the vision
- Jump at opportunities that advance the vision
- Assess ongoing tasks and responsibilities
- Stay focused on the goal, not irrelevant tasks
- Seek solutions that resolve current problems and prevent future ones from occurring

### PURSUE EXCELLENCE

Set high expectations for yourself and identify ways to go the extra mile for employees and customers.

- Do it right the first time
- Look for opportunities for improvement
- Seek new ways of doing things
- Be open to other suggestions
- Be willing to take risks
- Solicit feedback from employees, peers, customers/clients

### COMMUNICATE EFFECTIVELY

Ingredients to effective leadership communication:

- Show passion
- Voice ideas in a clear, logical, convincing manner
- Use plain language
- Make it memorable by sharing a story, personal anecdote or analogy
- Make others the hero
- Take a risk; share a personal story
- Focus on something you have learned
- End with a call to action
- Check for understanding
- Use all available channels

### BUILD CONFIDENCE IN YOUR EMPLOYEES

- Pay attention
- Build on success
- Celebrate victories, no matter how small
- Make it safe to fail
- Don't compare employees

### HOW TO BUILD TRUST

- Keep your promises
- Communicate directly and openly
- Be honest about problems
- Don't circulate rumors
- Praise more than you criticize (at least 3 times more)
- Practice what you preach

### HOW TO BE ENTHUSIASTIC

- Examine your attitude
- View problems as challenges
- Create momentum
- Spend time with enthusiastic people
- Smile!

### BEHAVIORS THAT SIGNAL YOU'RE SERVING OTHERS

- Listen: We all know how, but how often do we really listen?
- Respond: That's how people know they have been heard
- Ask: Find out what people are thinking and feeling
- Engage: Take initiative to develop relationships with people
- Care: When we care about those we lead, we are serving them

### BEHAVIORS THAT UNDERMINE LEADERSHIP

- Lack of transparency: assumed to have hidden agendas, are in consistent and unpredictable
- Neglect: hides in office, only works with employees when there is a problem
- Unwillingness to change and innovate: focuses on past success rather than funding future opportunities, always supports the status quo

### HOW TO INSPIRE OTHERS

- Clearly communicate your vision
- Anticipate resistance to your vision, idea, or change.
- Focus on the key behaviors you want to change.
- Be patient
- Examine your motivation
- Use a variety of approaches

### CONTACT US TO LEARN MORE!

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