

Coaching Effective Supervisors

Effective supervisors are an essential factor for organizational performance.

We cannot assume that supervisors are naturally equipped to achieve the best results from their team. But we do know they play a significant role when carrying out the mission of the organization by setting clear expectations, overseeing workflow, and assuring that employees have the resources necessary to perform.

As a third party, consultants can come alongside supervisors and coach them on specific skills and mindsets to improve their effectiveness. Consider:



- Self-assessment – Effective supervisors need to understand their strengths, weaknesses, expectations and doubts, and be challenged on how each of these attributes will impact their management style.
- Clarify responsibilities – Supervisors must implement the company mission, know how their department fits within the organization, and recognize the specific expectations from leadership.
- Evaluate performance – A supervisor’s assessment of an existing operation can be facilitated by a consultant, and can include the measurements of time, costs, quality, milestones, efficiencies, and workflow.
- Documentation – Supervisors need a foundation of documented processes and procedures, along with roles and responsibilities.
- Change – Implementing change requires skill, and goes beyond developing and documenting requirements, and establishing expected results. Has the supervisor cultivated the buy-in from their staff, and do they understand the importance of communication throughout the transition?
- Supervisors as a coach – Ultimately, supervisors need coaching skills, with the goal to develop the talent of their staff and build their team.
- Becoming a leader – The key difference between an effective supervisor and a leader is that supervisors typically react to circumstances, while leaders anticipate challenges and create opportunities. Consultants play a vital mentoring role in this transformation.

These challenges represent a great opportunity for HR consultants. Visiam’s supervisor engagement assessment tools, in conjunction with your analysis, will expose supervisor development opportunities and position you as a strategic partner in achieving improved performance outcomes.