

## The Role of Supervisors

Growing organizations eventually arrive at a crossroad where they require one or more supervisors. There are many triggers that motivate an organization to consider adding supervisors. These might include:

- Leadership must get back to spending more time on sales or growth
- Their day is dominated by putting out fires
- A desire to focus on their strengths

This is a critical juncture in the life of an organization, where absent of professional counsel, a small business owner will face the following challenges:

- Selection of talent
- Job responsibilities
- Relevant and specific training
- Access to experienced counsel

Business owners need counsel to make this transition, and business consultants can help navigate an organization through this transition.

In today's marketplace it is the supervisor's priority to build a culture of employee engagement, which translates into performance at many levels within the organization.

Front line supervisors are the key communication link between leadership and staff. And, although they need to reflect leadership's mission and vision, they ultimately must translate those intangibles into goals and objectives, and profitable performance.

Rather than just being an enforcer of task performance, they should consider their primary role as a developer of talent and blend that talent into effective teams.

Despite the fact that supervisors are critical to superior performance and a key driver to employee engagement, they are often among the most ill-prepared for these vital responsibilities.

The cost and time required to train supervisors is perceived as unnecessary or a significant short-term investment, that if regularly postponed will ultimately result in a pattern or set of habits that limit their impact. However, there is a solution. Talented professionals and coaches can deliver relevant, high-impact training and counsel for the next generation of supervisors.



Consultants and coaches can provide a broad perspective to a supervisor's responsibilities, while training them on specific interpersonal skills and management best practices. However, the role of the coach does not need to end there.

Supervisors will face real scenarios that will require them to exercise their influence and apply management principles to reality. This is where they could use good counsel to walk alongside them.

Assessments or surveys that capture the insights of employees and supervisors are a fundamental resource to measure the employee experience and their impact on organizational performance.