

The Role of Supervisory Skills in Employee Engagement

Employee engagement is often a vague concept to prospective clients; however, a consultant can make it tangible by breaking engagement down into specific attributes, and defining how each of them contributes to organizational performance.

- Confidence in leadership
- Personal development opportunities
- Work life environment
- Internal communication
- Clarity of roles and responsibilities
- Supervisory skills

As a consultant it is valuable to be able to quantify and focus your client on one or two of these attributes that have the greatest opportunity to impact organizational performance. Utilizing an employee engagement assessment will enable you to draw the appropriate internal or marketplace comparisons among attributes.

As an example, if supervisory skills surface as an employee engagement attribute that significantly deviates from baseline results, you will be able to pursue a targeted conversation with your client. Most clients will accept that their supervisors and managers directly impact an organizations ability to achieve performance. However, to achieve a buy-in and justify an investment, the performance of supervisors must be evaluated, focusing your conversation on the specific skills that need attention, such as:



- Coaching and feedback
- Team building
- Employee development
- Leadership
- Conflict management
- Time management
- Exercising influence

When “supervisory skills” presents itself as the outlier, do you have a package of services that you can effectively and efficiently propose and deliver as a tangible product that will dramatically impact your client’s organizational performance?

Tested solutions, along with proof sources, provide you as a consultant the credibility and authority to implement training and processes that become the norm and fundamentally change the organization at its core.

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.