

## Quick Guide: Supervising a Team

Whatever your job title, be very clear of what is expected of you in your role, as well as the levels of authority and support you have. Then the ability to handle the people problems effectively - a key skill - will earn you respect from the team, from your peers and from senior management.

So here are the **top ten tips** to help you supervise your team.

**1. Communicate regularly face to face with the team and with individuals** - both need to know **WHAT** they are working towards; **WHO** has to do what; and **WHEN** things have to be done. They also want to know **HOW** they are doing - can they improve? The 1:1 meetings held regularly will assist you when preparing for appraisals and lets the staff know they can air their views directly to you.

**2. Invite suggestions and opinions from the team and individuals** - they will feel more involved and valued.

**3. Communicate regularly with your senior manager** - feedback on behalf of the team and get answers to any queries the team may have raised.

**4. Monitor team and staff performance.** Make sure everyone knows the standards of performance and behaviour that have been set and what action you will take if they are not achieved.

**5. Always give and agree deadlines.** This will help you monitor the task and help the individuals manage their time effectively.

**6. Discipline when necessary** and prepare for the interview. Remember it is not a "telling off" but your need to find out what and why things are not working as they should be. Get the **evidence you need, establish the facts at the interview, and agree your expectations for the future.** Treat them as you would wish to be treated.

**7. Catch people doing things right.** Praise is a great motivator - but be specific. How about a TEAM TREAT!

**8. Take pride in the work of your team:** enthusiasm is catching! Be their role model and lead by your own example. Or they will mutiny!

**9. Develop the team and individuals.** Plan basic induction into new tasks and prepare training plans. Always brief staff before training and debrief afterwards. Look for "**shadows**" by delegating parts of your job - this grows staff and shows trust.

**10. Give respect to your staff** by developing good interpersonal skills to help you handle any situation, and **earn respect from your staff** by being honest and approachable, and by listening and treating them fairly.

**Compiled by Mary Overton**