

## Quick Guide: Be a Better Supervisor

To supervise a team means wearing several hats (but not all at the same time!) as well as developing the ability to manage people and their tasks, plus juggle your own workload. It can seem daunting for some, especially at busy times, or in times of change. So here are the **top ten tips** to help you:

1. **Become a good up-side-down communicator.** You are the lynch pin between management (up), your colleagues (side) and your team (down) so make sure you communicate equally at all levels, without unnecessarily withholding information.
2. **Don't be seen to have favourites.** We are all human and there will be those in our team whom we like less than others, so choose to wear your "respect" hat for everyone in your team.
3. **Catch them doing things right!** Nothing will motivate your team more than your positivity and public praise for effort and achievement, so get a reputation for praise.
4. **Give credit where it is due.** Even though a project is your responsibility, chances are your team will have made it happen. Nothing grates more than a supervisor who takes the credit for themselves.
5. **Lead by your own example** - in everything: from timekeeping, positivity, dress and behaviour to confidence, tact and approachability. They will follow your lead.
6. **Keep any "less-than-favourable opinion"** of senior management behind closed doors. Running down senior management in front of staff leads to negativity and discontent. And of course, they will follow your lead.
7. **Develop a team of decision makers;** don't do it all yourself. Next time you hear yourself saying "leave it with me" or "I'll get back to you on that" ask yourself if it really is your job, or theirs, to deal with the issue. Empowering them to solve the problem will lighten your workload and help to motivate the team.
8. **Rotate boring or routine jobs** wherever possible to avoid flogging the willing horses in your team. This will also help you to develop a team of motivated and multi-skilled individuals who can cover in times of absence or crisis.
9. **Don't invent excuses or reasons, to save face.** If you haven't done something, or have done something and withheld the information, they will soon find you out!
10. **Be enthusiastic** and always take pride in the work of your team. It's catching!

**Compiled by Des Whitehorn**