

Communication and Leadership
for
Supervisors

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Let's start with a video



Introductions

Turn to your neighbor and find out...

- Name/ Where they work
- One reason they enjoy participating in group decisions.
- One thing that makes them uncomfortable when participating in group decisions.
- Whether they prefer making solo or group decisions.



Interpersonal Communications for Supervisors

Course Objectives

- Communication
 - Benefits of good communications skills.
 - Difference between verbal and non-verbal communications.
 - Potential barriers to quality communications.
(perceptual filters / Procedural Justice)

WHAT IS YOUR MISSION?

- Be the Dictator?
- Be the Director?
- Be the Coach?
- Be the Mentor?
- Be the Delegator?

- YOU are the primary quality assurance unit!
- You are the Sheriff's Office!

Benefits of Good Communication

- Key in Quality Assurance
 - Increases Understanding
 - Reduces Injuries
 - Reduces Complaints/Lawsuits
- Contributes to Department and Career Success
 - Increases performance
 - Recognition
 - Reputation
 - Rewards

Benefits

- Improved Relationships
 - Personal:
 - Family and Friends
 - Professional:
 - Peers, Subordinates, Superiors
- Personal Health
 - Physical
 - Emotional
 - Mental
 - Fiscal
 - Spiritual

Communication Purpose

- What are you trying to accomplish?
- What is your goal?
- What is your focus?
 - To communicate?
 - To have another remember/or to understand what you said?



Oh

- We are having a test tomorrow.
- You have won the lottery!
- I bought a new car.
- You have a stain on your clothes.
- A friend of mine thinks you are really attractive.
- Tomorrow is a holiday.

Elements of Communication

- 7% Content
 - “I didn’t say he stole the gun”
- 38% Voice
 - Rate
 - Pitch
 - Modulation



Elements of Communication

- 55% Non-Verbals
 - Touch
 - Voice
- Body Language
- Appearance

Non-Verbal Communication...



[Bean \(6/12\) Movie CLIP - The Two-Way Mirror \(1997\) HD](#)
(youtube.com)

Perceptual Filters

- Fears
- Experiences
- Emotions
- Education
- Stereotypes/ Prejudice

Perceptual Filters

- Self Image
 - Is there a difference in how I see myself versus how others see me?
 - When does my bosses' perception become my reality?
 - Do I know my two greatest weaknesses?

Communication Barriers

- Size & Complexity of the Organization
 - Multiple messages and senders
 - Complexity creates delays in transmission or receipt of a message.
- Conflicting Agendas
 - Gossip circle
 - Undermining versus Critiquing
 - Not my guy



4 Tenants of Procedural Justice

- Give Voice
- Neutrality
- Respect
- Trustworthiness

Good Communicators

- How did they get that way?
 - Conscious decision to build that skill set
 - Took courses
 - Read articles and books
 - Developed listening skills
 - Took Opportunities to SPEAK!
 - Target role models
- Create a culture of communication
 - Don't ask for honest feedback. Demand it!

Responsibility for Good Communication

- = between the sender and receiver
- The sender has more at “*stake*” in the process because they initiated it
- Do you “try” or “go above and beyond” to verify your message is accurate and understood

One & Two Way Communication

- Examples of two-way communication?
- One-way?
- Advantages? Disadvantages?



Modes of Communication

- In person
- Phone call
- Text Message
- Email
- Radio
- Snail Mail
- Application (What's App / Group Me etc)
- Notes or Lists

Guidelines for Success

- Establish Credibility
 - Employees know your reputation.
 - What is your response to gossip and rumors?
 - Do I follow the rules?
- Learn your employee's frame of reference
 - Background, culture and ...?
- Tailor your message to that frame if possible.

Guidelines

- Select the best combination of verbal & non-verbal communication possible.
- Organize the message - How would I structure what I need to share if I had three minutes to convey the “core” idea.
- Delivery - Respect your employee’s “position” when possible

Observing Your Employee

Looking At:

- Behavior
- Body Language
- Appearance
- Surroundings

Deciding If:

- Normal
- Abnormal
 - Use Caution
 - Employ Strategies
 - Critique

Active Listening

- [Not Listening Clip - YouTube](#)
- [The Big Bang Theory Active Listening - english sub - YouTube](#)

Paraphrasing “Active Listening”

- Advantages
 - Demonstrates Listening
 - Gives Speaker an Opportunity to Clarify
 - Remains Non-Judgmental
 - Encourages Communication

“What I heard you say was _____”

- Summarization
- Disadvantages
 - Takes practice
 - Requires listening



Leadership

- Your leadership style is not in your choice of words but in your choice of actions
- Saying we want a specific behavior and then rewarding something else
 - Hypocrisy
- Applies to individuals and to organizations

Common Work Problems

List 2 common problems encountered by supervisors at work...and...go!

3 Principles of Leadership

1

Do what's right!

2

Don't expect more from others than what you are willing to do yourself.

3

Treat others better than you would want to be treated!

Leadership

- Meet your team where they are at.
 - Whether they stay level, sink or rise-up depends on you.
- Selling Decisions to employees
 - Hard Sell
 - Soft Sell
 - No Sale – No

Develop Courageous Followers

- Leadership is not granted; it is earned from the people you inspire to lead. They choose day in and day out whether they will follow and fully commit their talents, time and energy. In the end leaders don't decide who leads, followers do.

-The Leadership Challenge

- [Derek Sivers' TED Talk 'How to Start a Movement' – YouTube](#)

Surviving the Front Line of Supervision

Managing your
People
(Leadership)

Manage your
Superiors
(Filtering)

Manage your
Peers (Building
Consensus)

Take the Risk!

- People who don't take risks generally make about two big mistakes a year.
- People who do take risks generally make about two big mistakes a year.

-Peter Drucker

Thank You