

Stand-up and Lead

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LWPAP

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You are a newly selected or hired into a supervisory role and want to do a great job. You hope to get support from your new peers and start on the “right track” with your new group of employees. Your goal is to make this transition as seamless as possible for everyone involved. Unfortunately, your transition is anything but seamless and the support hoped for is nowhere to be found! So, how do you minimize the pains of transitioning into your new role?

There are numerous suggestions, books and articles on how to successfully step into the supervisory role. However, most of those suggestions can be summed up in the Characteristics of Effective Supervision. Let’s briefly look at a few of those characteristics that can assist in building positive

relationships with peers and employees in a short period of time.

Influence – As an influencer, you promote trust and respect amongst your team which in turn generates a sense of security and confidence.

Motivate – As a motivator, the flow of information through conversations with team members encourages participation and support of organizational objectives. Note: The goal should always be to elevate others to a new level of understanding, desire, interest and concern.

Resolve Problems – Paying attention to what’s going on within the team and actively working to resolve problems as soon as possible, creates an environment for sharing of

ideas and suggestions.

Embrace Uniqueness – Recognizing and accepting the differences that employees bring to the workplace is the most significant characteristic of effective supervision. This is demonstrated by actively listening to concerns, expressing appreciation appropriately and effectively assigning work based on talent and skill levels.

In summary, the answer to minimizing the transitional pains of supervision is realizing that you should seek out opportunities to build trust, be an effective communicator by striking up meaningful conversations, recognize and quickly resolve issues and, value everyone on your team.

Let us know if these tips were helpful to you or a friend and feel free to share them with others.



Day and Life of Supervision



You supervise employees in a call center environment. The main work area configuration consists of four rows of computers, chairs and phones with no dividers or cubicles to separate employees. The acoustics in the room causes the voices of employees on the phone to be heard by everyone, including you. Your work space is located in the corner of the room behind an open partition.

You have a new employee that was hired, trained and is now working the phones. Because you can hear almost all the conversations in the area, you quickly recognize and appreciate the experience the new hire brings to the team.

However, several employees have complained that the new hire is too loud and you need to do something about it

or they are going to elevate their complaint to someone who can. You know that the new hire wears hearing aids and is very sensitive about others knowing and have asked that it not be talked about to others.

How would you handle this situation?

Iron Sharpens Iron



“I Need to Know Now!”
By Janet A. Ford



A Quick Reference Guide for People in CHARGE!

“I Need to Know Now!” was written to provide those that love, yes I said love, their supervisor or managerial roles and desire to bring out the best in their team members and themselves. This book is needed because managers and supervisors are the backbone of their organizations and hold the keys to success or failure in their hands. Why? Because they directly impact the “heartbeat” of any organization – **the employees who make it all happen!**

If you are new to supervision or thinking of taking on a supervisory role, this book offers you simple and practical guidance for effectively handling day to day employee relationship issues.

Get Yours Today! Click [HERE](#)

Connections

We have put together a list of books and articles that provide information on various leadership and management topics.

'Getting to Yes'

by Roger Fisher, William Ury, and Bruce Patton

'Getting Things Done' : the art of stress-free productivity

by David Allen

Article:

CEOs and Coaches: How Important is Organizational 'Fit?'

by Boris Groysberg & Abhijit Naik

<http://hbswk.hbs.edu/item/super-bowl-coaches-how-well-do-they-fit-their-teams>



“It is well to read everything of something, and something of everything.”

- Lord Henry P. Brougham

I have a question

How do you handle a boss who is insecure and threatened about the future of their job and sabotages others?



Life happens to all of us, even the boss! However, each individual will determine how they respond to those happenings. Unfortunately, some choose insecurity which really equates to fear. Fear of losing something whether it's a position, a person or a thing. Fear and love are the two strongest motivators in our lives. They both cause us to do something or nothing at all.

So, in responding to this question, one has to first appreciate the position the person (the boss) is in and demonstrate empathy. Seek an opportunity to have non-threatening and non-judgmental dialogue to allow real concerns and fears to be discussed. Express the concerns and insecurities that others are also experiencing to show that they (the boss) are not alone. Offer your assistance and willingness to help keep the team moving forward if and when time is needed to address personal concerns. Once an authentic relationship has been established, having a conversation regarding the impact of unacceptable actions (sabotage) will be better received and possibly reversed.

If you would like your question answered in the next newsletter, please submit it to leadwithpurposeandpassion@gmail.com

Worth Repeating

“True leadership lies in guiding others to success. In ensuring that everyone is performing at their best, doing the work they are pledged to do and doing it well.”

— Bill Owens

Quote

Leadership with Purpose and Passion was launched to address the need for practical and effective leadership in today's workplace. The lack of effective leadership has led to rapid employee turnover, increased absences, rising health issues, increased overtime pay and customer dissatisfaction. All these issues have a direct impact on your organizations performance, productivity and profits. LWPAP provides unique coaching/training services for management teams in small to medium size organizations with 10 to 1000 employees seeking help with workplace issues. Our services are available to both profit and nonprofit organizations and are specifically designed to meet the needs of our customer.

Call us today for a free consultation!
844-482-Lead(5323)



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"People Pains"
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