

Success Skills for the Supervisor Administrative Manager

Greg Creech

Office Manager, Administrative Supervisor, Operations Manager, Compensation/Results -Manager Go-To-Guy and Fa"silly"tator





Managing Gen X, Y, and Z

- Strategies for Gen X, Y, and Z Provide specific examples of the performance you expect. Save time, energy, accountability, and increase performance through examples, YouTube.
- Ongoing feedback Appreciation, gratitude, and words of thankfulness and kudos. (You can text them, now.)





Thoughtful Questions - What do you think?

- ✓ Do you have to know how to do the job/position in order to judge or manage the position?
- ✓ Do men and women manage or supervise in the same manner?
- ✓ Does regionalism affect management, for example, does someone in the south supervise the same as someone from the north?
- ✓ Is it ok to escalate behind your manager's back?
- ✓ Are you ready for cocktail hour?

Survey results from EFAM 2014 - 39 responses.



✓ Career Pathing,

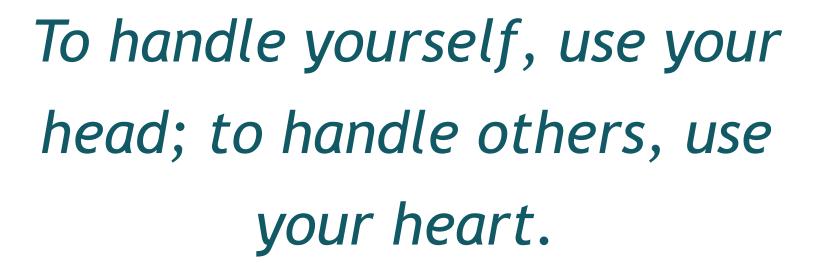
- ✓ Mentor, Role Model, Fellow Supervisory Admins - You are never alone,
- ✓ Communication,
- ✓ Task and Decision Making,
- Judgment Performance Management,
- ✓ Delegation and Follow-up,
- ✓ Subject Matter Expert.



Favorite Manager Quotes

- "A supervisor who is too busy for employees is too busy to be a supervisor." - Page 52 -Rick Conlow and Doug Watsabaugh - Become a Successful Supervisor.
- "We herd sheep; we drive cattle; we lead people." - Anonymous.
- "The trouble with being a leader today is that you can't be sure whether people are following you or chasing you." - Anonymous.
- ✓ "Listen to the voice of experience, but also make use of your brains." - Anonymous.





iaap





What do you want to be when you grow up?

- ✓ First, You don't have to grow-up you can stay young in heart and mind, but you must be more responsible,
- Map your career but expect twists, turns, and road blocks,
- ✓ Non-management vs Management,
- ✓ Is it really a promotion?
- ✓ Management: Supervisor vs Non Supervisor Roles,
- Never forget from where you came from -Empathy,
- ✓ Letting go.





Communication

- ✓ Act don't react,
- ✓ Think before you speak,
- Active Listening and Active Questioning techniques skills increase,
- Verbal and written skills Document spoken conversation with written documents, especially with performance issues - positive and negative,
- Recognition good and bad behavior and actions.
- Gossip and Caddy Get rid of them

International Association of Administrative Professionals





What to never say

- ✓ I don't have time
- ✓ It is not my job
- ✓ You're wrong
- \checkmark I told you . . .
- ✓ Don't you . . .
- ✓ That's the stupidest idea I have ever heard,
- ✓ Because I said so
- \checkmark And the list goes on and on and. . .



Task and Decision Making

- Task Duties and Functions Active work, Results measurement is easier,
- Decisions Thoughtful, Weigh Pros and Cons, Assessment of situation or circumstance,

 Impact - What impact does the Decision have on the team, organization, and results of the decision.





Judgment - Performance Management

- ✓ Judge not lest you be judged for whatever measure you judge you shall be judged -Matthew, The Bible
- ✓ What goes around comes around
- Confident not arrogant
- ✓ Document, Document, Document!
- Set expectations with everyone manager and subordinates,
- ✓ Outline goals, objectives, and how to reach them.



Judgment - Performance Management

- Don't hesitate Address problems as soon as they occur,
- Don't isolate and alienate the person,
- ✓ Informal feedback first Counseling for both positive and negative behaviors/actions,
- ✓ Then escalate to formal feedback (Disciplinary),
- ✓ Feedback is both listening and speaking,
- Consistent and Competent.



- ✓ You cannot do it all!
- \checkmark No one does it the way you do,
- ✓ If you want it done right, get the right person to do it (not you),
- ✓ TIPS <u>TIPS Form</u>
 - Time and Task
 - > Information about the task, expectations
 - Process, Procedures, and Performance
 - Status Established follow-up sessions informal and formal
- Mistakes happen Concentrate on resolution and how the person corrects the error.

laap







- Supervisor One position, one person -Many hats and areas:
 - > Manage technology, processes, and people,
 - "Call IT." HA!! Many times you are IT,
 - Subject Matter Expert,
 - Properly use technology.





Meetings (ugh!)

- ✓ P. A. L. Purpose, Agenda, Length (Quality Improvement),
- ✓ One-on-one and team meetings,
- ✓ Informal and Formal meetings,
- ✓ Ground Rules, i.e. Parking Lot, who speaks and when,
- Three roles Leader, Facilitator, and Scribe.



- Comfort in Supervision and related skills such as enhanced communication,
- ✓ Additional responsibilities and "multi-tasker",
- \checkmark Technical and people expertise,
- \checkmark Value to the organization,
- ✓ Passive Revenue Generator and Money Saver.







- ✓ Proud IAAP Member since 2007
- ✓ Partner in Education/Training
- Contact me Twitter, LinkedIn,
 Facebook
- ✓ gregcreech.com/
 gregcreech.biz (WordPress blog)

