



**iaap**  
Leading  
Administrative Professionals

# Success Skills for the Supervisor Administrative Manager

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Office Manager, Administrative Supervisor,  
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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.



# Manager Success Skills Areas

- ✓ 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.*



# Favorite Manager Quotes

*To handle yourself, use your  
head; to handle others, use  
your heart.*



# 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





# What to never say

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



# Don't hesitate - Delegate

- ✓ You cannot do it all!
- ✓ No one does it the way you do,
- ✓ If you want it done right, get the right person to do it (not you),
- ✓ TIPS - TIPS Form
  - 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.



# Technology

- ✓ 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.



# Promotion and Subject Matter Expert

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





# Thank you!

- ✓ Proud IAAP Member since 2007
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