

# A Supervisor's Tool Kit

*Enterprise Management Development Academy*





# Team 2

*“Second to only One”*

- **Kyle Burton**
  - Department of Natural Resources
- **Jolene Peet**
  - Department of Workforce Development
- **Michael Brady**
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- **Amy Griffin**
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- **Coral Manning**
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# Employee Engagement



- **What is employee engagement?**
  - Employee engagement can be defined as a heightened connection to work, the organization, mission, and/or coworkers.
- **Why is it important?**
  - Organizations (including government agencies) with engaged employees perform better than those with dis-engaged employees.

# Employee Engagement



- **Public employee engagement Barriers/Obstacles**
  - Broad scale attacks on government and government employees
  - Frequent change in political and agency head leaders
  - Hard to measure goals
  - Limited financial tools and incentives
  - Public visibility of government actions

# Employee Engagement



- **Responding to Barriers/Obstacles**
  - Be a cheerleader (or at least a good PR Agent)
  - Ensure connection to mission (don't forget to manage up)
  - More PR (we are difference makers)
  - Other incentives:
    - ✦ Flexible scheduling
    - ✦ Involvement in the decision making process
    - ✦ Clear and consistent performance objectives, management and recognition
    - ✦ Create safe, secure, positive working environment (“I have your back”)

# Employee Engagement



- **Taking action to improve engagement**
  - Develop trust
  - Be open, honest, fair and follow through
  - Recognize a job well done
  - Have the difficult conversation
  - Communicate, communicate, communicate (did I mention communicate?)
  - Be a Leader

# Time Management



- What is time management?
- Why is it important?

# Time Management



- **Time Management Strategies for Supervisors**
  - Be clear on role and responsibilities
  - Keep a 'to do' list
  - Learn to manage interruptions
  - Delegate
  - Identify time wasters
  - Desk Management



# Time Management



- **Helping Staff with Time Management**
  - Be clear on role and expectations
  - Organize desk and information
  - Identify time wasters
  - Time Log

# Coordination and Scheduling



- **Tracking Projects**
  - Gantt Charts
  - Project Tracker - Microsoft
  - Outlook Calendar
- **Reminders**
  - Tasks
  - Recurring
- **Project Sharing**
  - Folder Access; G-Drive, H-Drive, S-Drive
  - SharePoint
  - Google Docs
- **Email**
  - Microsoft Word

# Coordination and Scheduling



- **Team Meetings**
  - Daily
  - Weekly
  - Monthly
- **Project Meetings**
  - Periodic
  - As “due dates”
- **Calendar Invites**
  - Outlook
  - Cell phone
- **Agendas!**
  - Attachments

# Coordination and Scheduling



- Meeting Options
  - Face to Face
    - ✦ Work Area
    - ✦ Conference Rooms
    - ✦ Training Sites
  - Conference Calls
    - ✦ Attention
  - Video Conference
    - ✦ Department Options

# Coordination and Scheduling



- **Committees, Teams and Work Groups**
  - Balanced membership
  - Appropriate number of members
  - Buy in from their Supervisors
  - Location, location, location
  - Time vs. Travel

# Employee Development



- Training
- Mentoring
- Education

# Employee Development



- **Training**
  - Employee Onboarding Programs
  - Just in time Training
  - Task Specific Training

# Employee Development



- **Mentoring**
  - Anecdotal Training
  - “Real World” Scenarios
  - Knowledge Transfer
  - Selecting and Training the Mentors



# Employee Development



- **Education**
  - Online Resources
  - Workshops and Conferences
  - Formal Classes
  - Developing a Formal Education Plan

# Utilizing and Navigating Political Opportunity



- What is political opportunity?
  - More than Democrat and Republican
  - All levels of government
- Why is it important to understand for a manager?

# Utilizing and Navigating Political Opportunity



- **Strategies to set the groundwork**
  - Networking/connections at all levels of government
    - ✦ Implementers of the change are often the crucial element
  - Educating decision makers
  - Look for areas of interest and find common ground

# Utilizing and Navigating Political Opportunity



- **Messaging**
  - Appeal to the common interest or pet topic
  - Examples of how messages can change to fit the audience without being incorrect or untruthful

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*Thank you!*



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