



Supervisor skills for success

Decision Making

- Be truly open-minded
- Avoid taking sides
- Recognize your own bias
- Avoid absolute wordings in your decisions



Questions to ask before making a decision

- Do I have enough information to make a decision?
- What would be the worst possible result if I make that decision?
- Do I need to make a decision at this time?
- Am I the best person to make the decision?

Before Communicating

- What information should be provided?
- What medium will be the most effective?
- What negative responses might I receive?
- When and how will I present?
- What questions are likely to come up?



Steps to improve listening skills



- Ask questions
- Concentrate - stay focused
- Identify the main idea
- Listen for the rationale
- Listen for key words
- Take notes when appropriate