



Presented by:
Keera Godfrey, MBA M.S.

The Most Important Skills for Supervisors

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What is your current job role?

Please select one:

- **A. Aspiring Supervisor**
- **B. Supervisor**
- **C. Manager**
- **D. Director or above**
- **E. L&D / Training**



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Agenda

1. **A Proven Supervisory Skills Model**
2. **Five Key Supervisory Skills**
3. **Application Scenarios: Situation and Best Action**
4. **Supervisory “Do’s and Don’ts”**
5. **Skill Improvement Tips**
6. **How to Identify a Supervisor’s Strengths and Weaknesses**
7. **Question and Answer**



Effective Supervision

You have just been given an award for **Excellence in Supervision for 2017**. The award was created and voted on by employees.

What makes excellence in supervision?

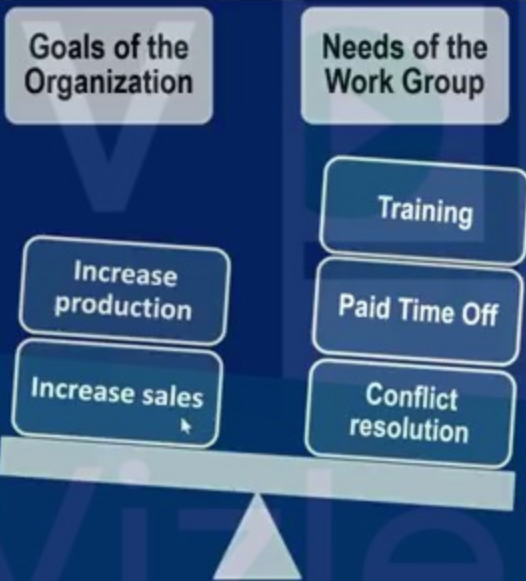
- A. Technical Expertise
- B. Excellent Relationships





Effective Supervisors

The Balancing Act





Supervisory Skills Model





Guiding the Work



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