## 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
  - Department of Corrections
- Amy Griffin
  - Department of Revenue
- Coral Manning
  - Department of Children and Families

#### • 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.

- 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

#### Responding to Barriers/Obstacles

- o 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")

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

#### Tracking Projects

- Gantt Charts
- Project Tracker Microsoft
- Outlook Calendar

#### Reminders

- Tasks
- Recurring

#### Project Sharing

- o Folder Access; G-Drive, H-Drive, S-Drive
- SharePoint
- Google Docs

#### Email

Microsoft Word

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

- Meeting Options
  - Face to Face
    - × Work Area
    - **X** Conference Rooms
    - **Training Sites**
  - Conference Calls
    - **Attention**
  - Video Conference
    - Department Options

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

- Training
- Mentoring
- Education

#### Training

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

#### Mentoring

- Anecdotal Training
- o "Real World" Scenarios
- Knowledge Transfer
- Selecting and Training the Mentors

#### 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

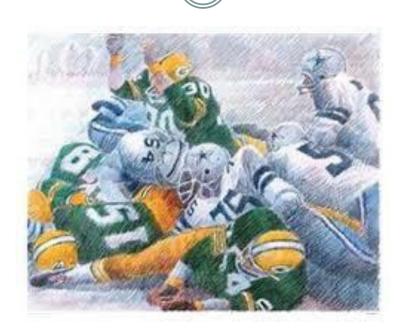
- Strategies to set the groundwork
  - Networking/connections at all levels of government
    - ➤ Implementers of the change are often the crucial element
  - Educating decision makers
  - Look for areas of interest and find common ground

#### 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

# Team 2 – A Supervisor's Tool Kit Thank you!



KYLE BURTON - JOLENE PEET - MICHAEL BRADY - AMY GRIFFIN - CORAL MANNING