

Q1: Short Questions

I. How would you deal with friends after becoming a supervisor?

I would treat them respectfully and professionally but would insist on keeping our social and work lives separate. I would lay out employee guidelines & expectations clearly from the beginning so everyone knows where they stand and what is expected from them in their role. I may expect challenges to my authority also so would need to deal with these in the correct and professional manner.

II. What are the responsibilities of a supervisor?

The responsibilities of a supervisor include, but are not limited to:

- Helping people grow by identifying strengths and weaknesses
- Understand what qualities each individual of the team has
- Ensure your team understand expectations
- Set objectives and provide feedback
- Help team members become self-leaders
- Ask the right questions, assess and reassess

III. How would you deal with unions as a supervisor?

I would endeavour to thoroughly understand the Union Collective Agreement and build good relationships with the union steward. I would seek to keep communication open between them and all employees so everyone hears the same message.

IV. Describe the Action-Centred Leadership Model.

The Action-Centred Leadership Model is a tool to help supervisors identify their responsibilities to management, their team and themselves. With this, they can easily recognise the importance and structure of balancing different groups.

V. Outline the four elements of planning.

- **Goals:** Goals or objectives specify future conditions you want to reach.
- **Actions/Strategy:** These are the preferred course to reach those objectives.
- **Resources:** Time, equipment, people, etc. that may put constraints on the action. These have to be considered as you set targets and develop your strategies.
- **Implementation:** Getting it all done, including the assignment and direction of personnel, to carry out the intended action.

Q2: Discuss the five keys to surviving life as a supervisor

- 1) **Be a learner.** Ask questions and don't pretend to know it all. Gaining as much knowledge as possible from the new role and environment you are in is pivotal to being a successful leader.
- 2) **Refresh your network.** Build new relationships with people and learn about the organization at the level you're now at, which will be different from your previous role.
- 3) **Leverage a mentor.** Seek advice from an established and trustworthy supervisor as they can help you develop your knowledge and skills.
- 4) **Set limits.** Learn to plan and prioritize, do not aim to please all of the time.
- 5) **Let go.** Move on from your old role and be realistic about what you can and cannot do.

Q3: What is SPIRIT? How does it help in setting goals?

SPIRIT is an acronym meaning: **S**pecific, **P**rices, **I**ndividual, **R**evue, **I**nspiring, **T**ime-bound.

It helps in setting goals by establishing a systematic approach in taking the necessary steps/actions to achieve the desired goals.