

# Supervision with Compassion that Works

Conference on the Young Years  
Osage Beach, MO  
March, 2019



1

---

---

---

---

---

---

---

---

## Objectives

- Analyze personal beliefs regarding multiple work roles and responsibilities
- Develop a strategy for effective supervisory skill usage and/or problem solving within staff/teams
- Design and implement a system for personal and staff accountability/assessment

2

---

---

---

---

---

---

---

---

## Supervising with Compassion

- Supervising with compassion is really about being a good “Coach”, by that I mean establishing a good “Team”.
  - Know the playbook
  - Communicate plays to the team
  - Eye in the sky approach, big picture /small picture

3

---

---

---

---

---

---

---

---

### Lead by example from the top

- If you don't know where you are, or where you are going, how will you know when you've arrived?
- What are your bottom line core values?
- Are they simple and clear?
- Does everyone buy in?

4

---

---

---

---

---

---

---

---

### Who impacted you?

- *I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.* Maya Angelou
- Can you recall a supervisor/manager who made you feel appreciated or valued?
- Can you recall a supervisor/manager who made you feel devalued or non-valued?

5

---

---

---

---

---

---

---

---

### So... What's the Difference

~Discussion~

- Was there a difference in your performance afterwards?
- Why/ Why not?



6

---

---

---

---

---

---

---

---

### Relationship is where it begins

The most important thing you can do for your company culture is to demonstrate a sense of EMPATHY towards your employee. It is the way to begin understanding and is the “secret sauce” of all relationships.

Doug Billings

7

7

---

---

---

---

---

---

---

---

### Connection

The stronger the relationship and connection between individuals, the more likely the follower will want to help the leader.

John Maxwell

8

8

---

---

---

---

---

---

---

---

### Three Signs of Job Misery

- Anonymity
  - People cannot be fulfilled in their work if they are not known.
- Irrelevance
  - Everyone wants to know their job matters, to someone.
- Immeasurability
  - People need to be able to measure their progress

9

9

---

---

---

---

---

---

---

---

### Honest Self-Assessment

- **Anonymity**
  - Taking a personal interest
- **Irrelevance**
  - Who am I helping?
  - How am I helping?
- **Immeasurement** (not a real word)
  - An employee's lack of a clear means of addressing his/her progress on the job.

10

---

---

---

---

---

---

---

---

### Staff Assessment

- Allow people to provide information that will either confirm or deny the accuracy to your self-assessment of staff

11

---

---

---

---

---

---

---

---

### Listening

- To be kind is more important than to be right. Many times what people need is not a brilliant mind that speaks, but a heart that listens.
- It is difficult to come to agreement, if you don't hear what staff is saying and they won't hear you, if you're not listening to them either.

12

---

---

---

---

---

---

---

---

### Case Study

- What might be a way to address anonymity?
- What are some ways to impact irrelevance?
- How might Immeasurement be addressed?

13

13

---

---

---

---

---

---

---

---

### Negativity v/s Positivity

- Negative people need drama like oxygen.
- Stay positive, it will take their breath away!
- “Being positive won’t guarantee you’ll succeed, but being negative will guarantee you won’t.” Jon Gordon

14

14

---

---

---

---

---

---

---

---

### Job Performance Levels

- High Performer 
- Minimal Performer 
- Toxic Performer 

15

15

---

---

---

---

---

---

---

---

### Passion

- Passion in what you do is your personal brand. Its what sets you apart from the mediocre masses.

16

---

---

---

---

---

---

---

---

### Passion

**Working hard for something  
we don't care about  
is called Stress;  
Working hard for something  
we love  
is called Passion.**

Simon Sinek

17

---

---

---

---

---

---

---

---

### Toxicity

- When a toxic person can no longer control you, they **will** try to control how others see you. The misinformation will feel unfair, but stay above it, trusting that other people will eventually see the Truth, just like you did!

18

---

---

---

---

---

---

---

---

Questions, Comments and/or Concerns



19

19

---

---

---

---

---

---

---

---

Contact Information

**Michael Schiller**, Management, Leadership, Early Childhood & Coaching  
Consultant

[Michael@michaelschillerconsulting.com](mailto:Michael@michaelschillerconsulting.com)  
816-520-8408



20

20

---

---

---

---

---

---

---

---