

SUPERVISOR SELF-ASSESSMENT/DISCUSSION GUIDE

A "Baker's Dozen" of questions for and about supervisors.

The following list of 13 questions is offered to supervisors for three possible purposes:

1. A means of looking in the mirror and doing a self-assessment on their responsibilities as a supervisor - recognize what they do well and where they need to make changes.
 2. A discussion guide between a supervisor and his/her supervisor when talking about the staff member's supervisory responsibilities.
 3. A resource for the supervisor to frame questions when asking for feedback from the supervisor's staff during the evaluation process.
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QUESTIONS

(The list is compiled from various online sources.)



1. Do I really listen to my staff and give 100% attention to what is being said in order to understand what they have to say?
 - a. Am I too quick to give my own perspective and opinion without understanding theirs?
 - b. Do I do other things when a staff member talks to me, e.g. text, read emails, flip through papers, answer the phone, and check the time constantly.
2. Do I have a good understanding of each staff member's job and what they do so I can give assistance and guidance, and help them resolve problems?
3. Do I clearly explain what is expected of each staff member so that they know what is important, what and how something needs to be done, and how their job fits into the bigger picture?
 - a. Do I hold them accountable for their performance?
 - b. Do I communicate and establish reasonable deadlines?
 - c. Do I let them know when there is a change that impacts their work?
4. Do I work with each staff member in establishing realistic and achievable goals and then check their progress in meeting them or adjusting them?
5. Do I recognize a job well-done and encourage a staff member to continue to do quality work?
6. When there is a problem with a staff member's performance or a conflict, do I act timely in addressing it vs. delay doing anything?
7. Am I consistent in applying policies and procedures?
8. Do I practice what I preach and model a high standard of performance and great customer service?
9. Do I encourage my staff to work together and help them identify work on which they can collaborate?
10. Do I offer training and development opportunities to my staff which may take different forms such as on-the-job training, assignment to a special project, workshops, conferences, and webinars?
11. Do I maintain confidentiality?
12. Do I follow through on my promises and commitments?
13. Do I show respect and encourage an atmosphere of respect for all employees?