

January is here and marks a change to the new year. It's a good time to look at a particular workplace change as well, which occurs when an employee is promoted to the role of supervisor. The Successful Supervisor will focus this issue on suggestions for making the transition. Information comes in part from the LifeSolutions workshop for new supervisors entitled "Navigating the Transition to Management: Shifts in Perspective".

We are interested in your feedback. Email your questions and comments to LifeSolutions at askeap@epsolutions.com

"I've just been promoted to supervisor after working here 7 years. My manager says that I'm ready and will do an excellent job. I'm nervous about the change, though, and would appreciate any help you can give me."

First of all, congratulations! The supervisor role is essential to success in any organization. The supervisor links the mission of the company to daily tasks and production. This person also sets the tone for how the work gets done and facilitates problem-solving along the way.

Success as a supervisor involves shifts in motivation and fulfillment. As a staff member the focus was on your technical expertise and doing a good job. As a supervisor the focus is on supporting and coaching others to be successful. The role requires emotional intelligence which the *Successful Supervisor* addressed in the July 2008 issue. And it's vital that the supervisor enjoys managing others rather than doing the work directly.

Here are some suggestions to help get you started.

1. **Meet With Your Manager**

- Ask for details regarding readiness and the belief you'll do an excellent job. It's important to know what skills the manager is observing. This information will be an important building-block in developing your style as a supervisor.
- Determine how you and your manager will continue to work together as you transition into this role.
 - Clarify expectations and priorities.
 - Establish a regular meeting schedule.
 - Determine availability for consultation when a tough situation arises.

2. **Take Time To Begin To Prepare Yourself**

- This move is a major transition. Here are some questions to think through.
 - What are the tasks/responsibilities that you are saying goodbye to?
 - What are the new tasks/responsibilities that you have taken on?

- What have you had to let go of to make this transition?
 - Think also about supervisors you have looked up to. What did you appreciate about their styles?
 - Do the same with supervisors who did not do a good job as far as you are concerned. What do you want to avoid?
 - Write down your answers and refer to them as you establish yourself in the new role.

3. **Read, Train And Learn**

- *LifeSolutions* has options to support your learning, training and success via our website. Reading material can be accessed as follows:
 - Click on "For Managers and Supervisors" on the Home page.
 - Click on 'Articles and Newsletters' for back issues of the *Successful Supervisor Newsletter*.
 - Click on 'Helpful Online Resources' to get links to relevant articles and other types of resources.
- Training can be accessed by clicking "For Managers and Supervisors" and then 'Training and Workshops'.
 - Scroll down to the on-line training "EAP Refresher Training for Supervisors". This self-guided course addresses managing performance issues and how to make referrals to the EAP.
- Ongoing learning is important to enable supervisors to be comfortable in the role and to continue to adapt to changes as they arise.

4. **Remember You Are Not Alone: Human Resources And LifeSolutions Are Here to Support You.**

- Using company policy and procedures to address workplace situations is essential to supervisor success. Human Resources is available for consultation at any point along the way.
- *LifeSolutions* also offers unlimited consultation regarding managing relationships at work. Our consultation professionals will listen, think with you to formulate a plan of action and facilitate referrals to the EAP when necessary. Give us a call.