

Supervisory Skills

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Company:

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Please complete the above, in the blocks provided, as clearly as possible.

Completing the details in full will ensure that your certificate bears the correct spelling and date.

The date should be the day you finish & must be written in the DD/MM/YYYY format.

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N.B: We are aware that official practice is to use the terms “service users” or “people using this service” to describe those receiving care. We prefer the term “client” and use it throughout our training package.

Key:



worksheet



important



example



Supervisory Skills

Learning outcomes.

- Describe your role and area of responsibility.
- Understand how effective communication supports your role.
- Understand how to give feedback positively.
- Recognise the need to set and maintain standards.
- Understand how to manage time effectively.
- Identify ways of building and motivating teams effectively.
- Recognise the need to delegate to others.
- Identify ways to deal with stress.
- Describe ways to deal with conflict within your team.
- Be able to identify training needs within your area of responsibility.

Fundamental standards.

The fundamental standards are the standards by which CQC will inspect social care. The standards are based on the regulations from the Care Act 2014 and CQC have changed the focus for the purposes of inspection.

The fundamental standards are those standards that no care setting must fall below.

The standards are based on five areas as follows:

Safe.	People are protected from abuse and avoidable harm.
Effective.	People's care, treatment and support show quality of life and promote good outcomes, and providers should show evidence to prove it.
Caring.	Care should be person centred involving dignity and respect, and compassion.
Responsive.	Following correct working procedures as agreed by your workplace and as set out in the client's care plan.
Well led.	Management leadership and governance should ensure all of the above happens. Staff training should be recognised and openness and fairness be apparent.

These areas are known as key lines of enquiry or KLOES. Each KLOE has a set of criteria which CQC use to check whether the fundamental standards are being met.

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The fundamental standards are as follows:

Person centred care. Ensuring that those receiving the care are at the centre of all decisions.

Dignity and respect. Providing the client with dignity and respect in all aspects of their care.

Need for consent. Asking the client's permission before carrying out tasks that affect them.

Safe care and treatment. Following correct working procedures as agreed by your workplace and the client's care plan.

Safeguarding service users from abuse. Following agreed working and safeguarding procedures and being aware of signs and symptoms.

Meeting nutritional needs. Being aware of dietary needs, working with the care plan, ensuring clients have the right equipment and conditions to eat.

Cleanliness, safety and suitability of premises and equipment. Carrying out required checks of premises and equipment, implementing cleaning rotas and carrying out safety checks.

Receiving and acting on complaints. Having a complaints policy and procedure in place that is accessible to all and act in accordance with the policy when dealing with complaints.

Good governance. Ensuring that all aspects of the workplace is overseen and policies and procedures are implemented and monitored regularly.

Staffing. Fit and proper persons employed.
Fit and proper person requirement for Directors is followed.

Duty of candour. Relevant information must be volunteered to all persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.

Our Redcrier manuals will provide your staff with training to support attainment of the fundamental standards.

Supervisory Skills

Introduction.

This manual is for anyone who has responsibility for organising the workload of others. It is aimed at frontline supervisors and is intended to give an overview of the basic skills required to supervise. The manual covers areas such as the role of the supervisor, delegation, building teams, problem solving, how to deal with stress, time management, identifying training needs.

What is the supervisors' role?

Supervisors are responsible for the day to day performance of a team of people. They usually work alongside the rest of the team with the added responsibility of ensuring the team works efficiently and the work gets done. Supervisors may also be known as team leaders or seniors etc., depending on your workplace.

Where do they fit into the management team?

A supervisor will normally be accountable to a manager. Supervisors organise, motivate, and monitor the work of their team. They should report to their manager on the progress of the team.

If this sounds like your role in the workplace then this manual is for you.

Unit One

The role of the supervisor.

We have identified that the supervisor is responsible for the day to day performance of a team of people and that they also work as part of the team, so now we need to look at what skills we need for the role.

What skills do we need?

The skills of a supervisor can be wide and varied according to the tasks expected of you and your work environment, so within this manual we will cover some of the basic skills required as follows.

- Communication.
- Team building.
- Motivating.
- Delegating.
- Problem solving.
- Conflict management.
- Managing time.
- Stress management.
- Appraisals and supervision.

As a supervisor you will also need to ensure you are promoting good practice in your day to day work as you will be seen as a role model for the rest of the team.

Moving from team member to supervisor.

Whilst it is something to celebrate and a very positive move, it should also be recognised that it is going to be a big change for you. You were successful in your last role, which is why you are being promoted. It is likely that you were comfortable in your role, respected by your peers and able to relate well to peers, supervisor and managers. You will now have different work relationships and if you are being promoted within the same workplace, these work relationships will be with people you have already been working with. You may need help adjusting to this new role, so don't be afraid to ask.

To be able to understand your new role, you need to know the structure of the company you work for. If you have been working in the company already you probably have a team members view. Find out the management structure and where your new role sits in that structure, this will help you.



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Supervisors need to show that they are both competent and confident to lead their team. Getting to know your team members on an individual basis is important in establishing your role as leader of the team, but also builds the personal relationships that are needed for success. A successful supervisor is there to support their team both individually and as a whole and to set the expected standard.

Each of the following areas will be covered in the manual to give you some strategies to support you in your role.

Team building.

Building a team is not just about getting a group of people together and allocating jobs. It is essential that the team works together and is effective. You may have been in the situation either at home or in your leisure time where you have been part of a team but have not felt part of the team and each team member seems to be doing things their way and moaning about so and so not pulling their weight. Being part of a team means supporting each other to achieve the aim of the team.

Problem solving.

Supervisors need to be able to problem solve. If you have conflict within your team then the work environment can become unpleasant to work in and tasks may not get done or standards may slip. You may have to deal with staff being off ill or on holiday and adjust the team accordingly. You may not need to know all of the answers, but you will need to know where to access help.

Communication.

Communication is important in all areas of our lives but is crucial when it involves team working. You will not only need to know how to communicate with your team, but also how to enable them to communicate effectively with you and each other.

Time management.

In order to manage our time we need to plan and maintain control over the amount of time spent on an activity so that we can increase efficiency, effectiveness and productivity. The tasks involved in managing our time are planning, prioritising, setting goals, delegating, and monitoring.

Stress management.

Stress can be good or bad depending on how we handle it. Stress can affect anyone, so it is important that we are able to recognise it in ourselves and others and know how to deal with it or support a team member who may be feeling stressed.



Appraisals and supervision.

Ensuring your team members have the tools and skills to do the job needs to be a priority. It will be your role to identify each of your team member's strengths and weaknesses. When you have identified them, recognise and use their strengths within the team and address their weaknesses through training and development.

All of these skills will help us to achieve the four areas of our work as a supervisor, these are:

Planning.

Deciding the most effective way to get the work done.

Organising.

Deciding who is going to do which piece of the work.

Motivating.

Ensuring the team members put the maximum effort into their work.

Monitoring.

Ensuring the work is done to the correct standard and in the allotted time.

To sum up, the job of a supervisor is important. You will ensure the workforce you are responsible for are happy and working effectively and as a result of this the customer will be kept happy. To do this you will require an understanding of the job roles you are supervising and knowledge of work tools and procedures. You will need an understanding of your team and how they behave and be able to work with them. You will also need to understand your work area and be able to plan and organise the workload.

It may feel like you have a lot to learn and you may wonder if you are ready to take on this role. Let us have a look at how many of these skills you already have. Think about all of the things you do in your daily life, not just at work, but at home and also in leisure. It may be planning meals, organising the children's after school pursuits, being part of a sports team, local voluntary work. Now think about what skills you need to do the tasks you have identified and match them to the skills in the table.

Supervisory Skills

Skill needed for supervisor	Task you have identified
Communicating with people	
Planning	
Motivating	
Monitoring	
Delegating	
Team building	
Problem solving	
Managing conflict	
Managing time	

Supervisory Skills

Unit One Questions

1. What is the role of a supervisor?

2. Identify two skills a supervisor needs.
 - 1.
 - 2.

3. As a role model what does a supervisor need to promote in their day to day work?

4. What does a supervisor need to be to lead a team?

5. Name two of the four work areas of a supervisor.
 - 1.
 - 2.