



AFOA CANADA

Building a Community of Professionals

EFFECTIVE LEADERSHIP & EMPLOYEE SUPPORT

*Supervisor's Cheat
Sheet*

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DAILY

- Engage with each of your team members at some point to check in on their well-being, workload, etc. How are you doing today? Can I do anything to support you?
- Provide feedback in real time to address both successes and opportunities for improvement. Be sure to offer actionable feedback to foster improvement.
- Provide support for those employees who need further guidance on a project, or who are “stuck” in their performance.
- Observe for opportunities to help individuals/the team become more efficient or effective.
- Reinforce team goals, clarify expectations and directives, and identify the impact.

MONTHLY

- Conduct an informal review with each employee to verify that expectations are clear, and that they are receiving adequate feedback to perform optimally, and feel competent.
- Evaluate workload and work plan progress of team members. Provide support and guidance to adjust and stay on track.
- Inquire about, propose and organize opportunities for employee/team development.
- Share important news, updates and goals for the team, organization, or industry.
- Discuss and address opportunities for change or improvement.
- Check-in with a mentor for your own development and progress as a leader.

WEEKLY

- Conduct a touchpoint meeting or one-to-one check-ins with each employee (this may be bi-weekly for more experienced or competent team members) to address workload, barriers, HR or administrative items, and learning moments.
- Recognize performance and achievements and acknowledge or appreciate them in real time.
- Identify and communicate about team conflict or barriers and provide direction or support to resolve issues.
- Manage employee and team relations; listen, give clear feedback, and document actionable items. Follow-up and re-evaluate as required.
- Reach out to other departments or professional networks to learn, collaborate, and share insights. Always be looking to improve processes.

QUARTERLY

- Conduct a formal review with each employee to discuss performance ratings, relevant peer feedback and opportunities for development.
- Conduct a formal team meeting to discuss and address areas in need of change or improvement.
- Reinforce team goals, clarify expectations and directives, and identify the impact.
- Re-clarify existing objectives, set new goals, and assign actionable items to team members to reach key targets. Assess the effectiveness of efforts to reach objectives of the last quarter.
- Ask for feedback from employees and managers alike for your own development.
- Maintain proper documentation.

PERIODICALLY

- Reflect on the team objectives, and motivations. Do team objectives align with the organizational mission and values?
- Learn more about the personal and professional characteristics of your employees, their lives, key motivators and long-term goals.
- Find out what your employees expect and need from you as a leader and provide support without taking on their workload.
- Celebrate individual and team successes in a way that your team members will appreciate. Share successes and appreciation across the organization.
- Set and reiterate clear expectations for what you feel your team can achieve (and stretch).
- Set the tone through exemplary action in leadership: Solicit feedback from others. Reflect on your own mistakes and be transparent in taking accountability and improvement-focused action.