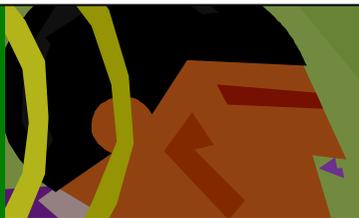


Insights from the Agencies:

Communication Techniques: Reminders for Supervisors



Continued from the previous page

Effective leaders seek first to understand people: their purpose, their point of view, their concerns, their ideas, and their desire to contribute. In the article, “Unit of One” (*Fast Company*, April 1999), author Stephen Covey states:

“Nothing is more validating and affirming than feeling understood. And the moment a person begins feeling understood, that person becomes far more open to influence and change.”

Listening carefully is one way to begin understanding your employees. And as a supervisor you have an excellent opportunity to be generous – generous with your expertise, your praise and a few minutes of your time. Needless to say, employees are relying on you, their immediate supervisor, for accurate information, leadership and reassurance. You are partners at work becoming partners in caring.

During the uncertain budget times many state agencies are facing, a good communication flow is absolutely critical. Employees should be able to depend on you for direct information; not just rumor mill musings.

Plan for open communication with goals in mind, such as: providing information, gathering information, affecting positive attitudes and behavior, or offering support.

Also, remember to show your appreciation for your team’s hard work by looking for various (and often simple) ways to tell them – and others what their accomplishments mean to the organization, the team and to you. For instance, you may want to write a special article about your team in the department newsletter, recognize individual and team accomplishments during staff meetings and one-on-one performance planning meetings; or, simply send an e-mail, or written note to individual staff members highlighting a specific accomplishment.

For more insight and practical suggestions for working effectively with employees during uncertain times, “click” on another great article found on the Internet listed below:

Communicating Change

By Naomi Karten
Dorset House Publishing Company

<http://www.dorsethouse.com/features/excerpts/excgaps.html>

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