Three Critical Supervision Skills

Task Assistance
- Offer assistance with job-related tasks
- Provide work-related advice and instruction
- Coach workers
- Support training and learning

Social and Emotional Support
- Listen as workers discuss job difficulties
- Recognize emotional needs of workers
- Acknowledge and reward good work
- Make supportive statements
- Clarify workers role and responsibilities
- Encourage help seeking
- Encourage positive thinking
- Be warm, friendly and respectful

Interpersonal Interaction
- Project a sense of emotional closeness
- Encourage staff to share the organizational vision
- Encourage a sense of competence
- Interact as professionals
- Encourage co-workers to support each other