

Staff supervision

The successful supervision of staff is a vital factor in determining whether a business will fail or succeed. Unfortunately, not many people in business have learnt the art of managing people.

For example, some managers lay blame solely at the feet of their employees, reprimanding them for mistakes. They seldom look at the complete picture to determine where the real problem has occurred and how it could be further avoided.

An example of poor people management is to give a new employee enormous responsibilities to see if they will sink or swim. Often in these scenarios, the manager will give little assistance or guidance.

When problem occur, the manager then berates the employee for their mistakes.

But in these cases, the problem lies with the manager who is unwilling to assist and oversee new employees.

This type of employee management is common. Poor supervisors will delegate work, offer no assistance when asked, and at the last minute bombard employees with criticisms, “should haves” and “could haves”.

Another common mistake in employee management is caused by a manager’s lack of organisation.

For instance, some managers frustrate their employees by holding up work for unreasonable periods, continually changing their minds and always finding excuses for problems they have caused. This leads to employees having to re-do their tasks and then, at the last minute, having to rush around in a panic to meet deadlines.

This lack of organisation and lack of consideration for employees can cause resentment and lack of motivation.

Smart business managers can delegate appropriate responsibilities to employees, and offer support assistance where necessary.

Further information

The following fact sheets provide further information on these issues:

- Leadership – introduction
- Manage an effective work team