



# Module 1: Introduction

Congratulations! You're a new supervisor or soon will be one. Or maybe you are seriously thinking that you want to be a supervisor. Becoming a supervisor is a big step.

When you become a supervisor, your role as an employee has changed. You are responsible for both the interests of the organization and the interests of the employees.

So how do you feel? Are you making the right decision to become a supervisor? What if you fail? How will you relate to former colleagues who now report to you? What about the stress and the responsibilities that come with being a supervisor? Will people respect you? Will your employees do what you want them to do? What does it *really* mean to be a supervisor? What do supervisors do?

It's normal to have questions and fears. You're not alone. Many employees turn down promotions to become supervisors or feel unprepared for their new responsibilities (Marone & Blauth, 2005). According to the Columbia State Community College, Management Summit (Manchester, Inc., 2005), within the first eighteen months on the job, 40 percent of all new supervisors fail by being fired, voluntarily bowing out of the position, or receiving a poor review.

That leaves 60 percent of new supervisors who are successful. They make it, and so can you if you are the right fit for the job, can cope with the challenge, and are willing to learn. Your first step in becoming a supervisor is to learn what it means to be a supervisor.

*Stepping Up: A Road Map for New Supervisors* is designed to help you. It defines what it means to be a supervisor, provides a scope of the position, lists real-life concerns and pitfalls, provides an action-oriented performance model to help you make effective decisions with respect to your employees, and describes the knowledge and skills required to become a supervisor. There's an assessment tool to help you determine your current supervisory strengths and where you need to make improvements.

Most importantly, you have a “road map” showing you how to develop the supervisory skills you require.

*Stepping Up: A Road Map for New Supervisors* answers your questions about what it means to be a supervisor. It is your first step in what could be your new career.

## Workshop Objectives

At the end of this workshop, you will be able to:

- Explain the role of a supervisor
- Describe how to effectively deal with the challenges that new supervisors face
- List the “steps” to get started as a new supervisor
- Apply the principles to build your credibility as a supervisor
- Describe the performance components when supervising
- Identify the steps required to prepare a personalized “road map” to develop your supervisory knowledge and skills