

Best Practices In Supervision

Facilities Maintenance and Operations

This survey is to find out your perspective of supervision within the ... Department. You will be given several statements of highly effective supervisory practices. These best practices were based on your own and your colleagues experiences with supervisors who inspired you. Some of these practices may describe your own supervision, others may not. For each statement, you will be asked to rate the extent to which it truly describes, within the last 6 months, the way you supervise the employees who report to you. Click in the Box in any row to mark it with an x.

1. In what part of Operations do you work?

(Choose all that apply)

- Building & Grounds
- Trades
- Custodians
- Directors or Senior Management Staff

Support and Encourage

Rate the extent to which each statement truly describes, within the last 6 months, the way you support and encourage the employees who report to you.

2. I care about the success of each staff member that reports to me, taking a personal interest and offering them support, advice, training and opportunities.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usually not true	Often not true	Sometimes true sometimes not	Often true	Usually true	N/A

Comments

3. I ask for and listen to my staff's opinions or issues about how they are doing and what they need.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usually not true	Often not true	Sometimes true sometimes not	Often true	Usually true	N/A

Comments

4. I encourage my staff to learn and grow to develop their skills or better themselves.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usually not true	Often not true	Sometimes true sometimes not	Often true	Usually true	N/A

Comments

5. I recognize, praise or congratulate my staff, giving them credit for the good work they do.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usually not true	Often not true	Sometimes true sometimes not	Often true	Usually true	N/A

Comments

Guide and Train

Rate the extent to which each statement truly describes, within the last 6 months, the way you guide and train the employees who report to you.

6. I am knowledgeable and insightful about what the work requires so I can provide guidance to those that report to me.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

7. I give precise, concise and full directions so my staff know the results I expect and by when.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

8. I work hands on with my staff, actually showing them by example, how I expect their work to get done.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

Manage Performance

Rate the extent to which each statement truly describes, within the last 6 months, the way you manage the performance of the employees who report to you.

9. I deliver honest criticism so my staff can hear it and participate without feeling offended or defensive.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

10. I go out on a limb to support my staff to management, talking my staff aside for feedback as needed.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

11. I ensure that issues or complaints are directly resolved immediately, sitting down to talk with all parties and putting the issue to rest with any necessary and fair paper trail or progressive discipline.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

12. In the past 6 months, I have talked to each of my staff who report directly to me about their progress.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

13. I hold monthly all-employee roundtables to review goals, educate and share what's coming down the pike.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

Improve and Innovate

Rate the extent to which each statement truly describes, within the last 6 months, the way you improve and innovate the work of the employees who report to you.

14. I encourage innovative suggestions from staff to improve the work.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

15. After a difficult job is completed, I debrief what happened with those involved.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

16. I help us consider improvements to be made rather than complain about what isn't working.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comments

17. I hold quick, daily or weekly staff, shift or squad meetings to find real solutions to common day-to-day issues.

Usually not true Often not true Sometimes true sometimes not Often true Usually true N/A

Comment

Current Self Review

18. How would you describe the morale of your team(s)?

Very good Good Neither good nor poor Poor Very poor

Comments

19. What are 1 or 2 supervisory strengths or skills that you value in yourself when it comes to supervising the staff that report to you—something you really know, believe and put into daily practice?

20. What 1 or 2 wishes do you have for yourself in working even more effectively with the staff that report to you?