

Supervisor's Quick Guide to Helping Your Staff Reach Their Full Potential



How to Use This Tool

Supervisors can use the following strategies to foster well-being at work. These strategies include steps for nurturing well-being on your team, in your organization, and for yourself.

SUPPORT STAFF IN FINDING THE SOLUTION

Avoid the “righting reflex.” Do not provide a solution. When staff come to you with a problem, help them think through their options. Let staff use check-ins to reflect, think aloud, and explore next steps.

ACT ON STAFF FEEDBACK

Whenever possible, let staff feedback inform practices or decisions, or explain why something may not work.

EXPECT MISTAKES

We should expect mistakes. Support staff autonomy in making decisions and addressing mistakes. Encourage staff to think for themselves and to test new ways of doing their jobs.

SET STAFF UP FOR SUCCESS

Give staff advice on the organization's unwritten rules, normalize challenges, and name what you wish you'd known early in your career. Help them develop skills and gain experiences that will strengthen their skill sets.

SET BOUNDARIES

Set boundaries for days/hours when employees must be available; yet make it clear that communication outside of work hours is only for something urgent.