**How to Become a Supervisor**

**Behavioral Objective:** Students will understand that in order to advance to the position of supervisor, even on a middle-management scale, he/she must have worked long enough to have gained familiarity with each operation and function. In addition to such hands-on experience, the student must have acquired administrative skills which he/she must have used for some time.

**Establish the Need:** Each operation needs direction and, when others are employed, they need supervision. To be successful as a supervisor, the student must work with the team and establish a position of recognition through knowledge of all functions performed by the team and must serve as the leader with ability to make decisions. Supervisory positions call for carefully thought-out solutions that are operationally effective, cost effective, profitable, and competitive in the public market. Leadership had to be earned by treating all members of the team with courtesy and respect.

**Introduction:** In all jobs, it is most important to learn how to think, to reason, and-only then-to discuss the pros and cons of how to proceed with the task. The supervisor, being the leader, after listening carefully to everyone’s suggestions and weighing all the consequences including cost, time and the details of uncertainties, has to make the final decision. This is true for any task. It can be a most complicated, technical, numerical, or legal task as well as a new venture, a new marketing scheme, or even a simple job of how to successfully supervise waiters, clerks, etc.

**Identify the Skills Components:** Write the following skill components on the board.

Allocate time, money, materials, space, and staff.  
Have workplace “know-how.”  
Work with your team and use other teams to assist.  
Teach and lead others.  
Serve customers in a friendly manner.  
Learn to negotiate.  
Work well with all people of different cultures and genders.  
Acquire information and use it to process data.  
Know file management.

**Independent Use:** Teacher asks the entire class to critique the different tasks of the various teams and grade the supervisors, the teams, and the individual team workers for their contributions. Each student should also grade the value of each task and note which tasks have been handles by using the skill components.

**Continuation:** It is necessary to see a task through to completion, but the students must keep in mind that the product must be marketable, profitable, and cost effective.