

## Do you supervise or manage people?



10 -30 minutes

### Key message:

Supervising or line managing people requires demonstrating care and value for each member of your team, this is a 'soft' skill that can be difficult to exhibit. This contributes to building a strong, motivated team who also perform at optimum levels.

Are you a Line Manager / Supervisor of people? If you are then it's worth knowing that people respond positively to managers who demonstrate value for their staff and appreciation for their contributions. Line Managers who are attentive to each individual's achievements and challenges, encourage development, provide honest and useful feedback in a supportive manner whilst also demonstrating their respect for staff member are able to nurture their team into high productivity. Building a strong Manager/employee relationship opens the door to open conversations about mental health.

Below is a list of simple suggestions that can demonstrate value to a staff member – especially if they are regular and consistent.

- Set up a casual one on one chat over coffee in a relaxed / neutral place such as the park or a coffee shop. Encourage them to talk about what's happening for them without getting into work related territory or about performance. This shows you care and have a genuine interest in them and their lives without being intrusive.
- Compliment them on specific things so that they can associate act with compliment. Such as; "I really loved the way you delivered your presentation, your voice was clear and articulate and I found you very engaging. I noticed others did too in the way they were listening to." Giving a vague compliment at best does not support staff growth and at worst appears inauthentic and insincere.
- Let people know that they can come to you and talk to you as you are there to support them. As actions speaker louder, demonstrate this by leaving your office door open when practical to show you are approachable.
- Always ensure you give them balanced feedback. Often we are quick to notice what parts of the work needs to be improved without highlighting what's been done well.

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Using a “Sandwich” approach which is authentic positive feedback, constructive criticism followed with authentic positive feedback. Showing that you also see the good in addition to supporting them with constructive critique is important.

- Treat your team! Try surprise donuts and coffee, chocolates or time authorised for lunch outings etc.
- Encourage a Team huddle – so at least once a week at a regular and consistent date and place, invite all team members to huddle, especially if the team is dispersed across projects. At the huddle everyone calls out their plans one by one for the whole week including their, worries, expectations and support needs. This is a really effective way of encouraging peer support and creates opportunities for people to work together if working with same set of clients / groups.
- Sometimes it is enough to just say thanks for all their hard work and contributions.

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