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# TEN SHORTCUTS TO SUCCESS AS A SUPERVISOR

Successful supervision starts with learning to manage subordinates without getting trapped by the obstacles that lie in wait for an unsuspecting boss. If you're relatively new to a supervisory role, the initial barrier you face may be your own apprehension about managing those you supervise. However, whether you're a beginner, or a seasoned supervisor, there are many strategies that can aid you in grappling with the daily frustrations of the job.

1. Treat everyone with respect. A company is only as good as its lowest level employee. You can't manage subordinates like second class citizens, if you expect first class performance from them.
2. "Do unto others . . . "Reflect on your actions as if you were the one on the receiving end.
3. Fight for your people the way you would like your boss to fight for you. Don't shortchange your subordinates just because your own boss treats you poorly.
4. When a worker has a complaint, handle it promptly. Even when you can't resolve a problem to the employees' satisfaction, take the time to give a full explanation. People will accept "NO' for an answer if they have been treated fairly.
5. Keep employees fully informed as to what's going on. This instills trust and avoids damaging rumors.
6. Be accessible to employees and let them know that you care about their concerns.
7. Keep your temper in check. If your personality is such that you're impatient and/or tense, work at controlling these impulses.
8. Maintain your personal ethical standards. Be yourself and not what you think others expect you to be.
9. Don't let your work overwhelm you. Take your vacations when scheduled and don't dwell on job-related problems in your leisure time. Being relaxed and well rested better prepares you for the challenges of the job.
10. Don't neglect your career. You can't predict the future, but that doesn't mean you should ignore it. You may be happy in your current job, but circumstances - many of which are beyond your control - can change that. Therefore, it's prudent to be prepared to move on to another position, either with your present employer, or elsewhere.

Source: Rose Moore, CMC, CMOM, CPC, CCP, from the Link newsletter by Practice Management Institute www.pmimd.com

Publications related to this topic on website www.practicesupport.com include:

- Employee Management Tools for the Practice Administrator
- 222 Secrets of Hiring, Managing, and Retaining Great Employees in Healthcare Practice
- Leading, Coaching, and Mentoring the Team