

ONLINE WEBINAR

# SUPERVISORY SKILLS

How to be an effective leader who  
inspires others to achieve more.



PRESENTED BY



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# Webinar Overview

## Which supervisor are you?

- The Data Driven Leader
- The Tony Robbins Leader
- The Charismatic Leader
- The Agile Leader
- The Servant Leader
- The Team Coach
- The Transactional Leader

“

Before you are a leader,  
success is all about growing  
yourself.

When you become a leader,  
success is all about growing  
others.

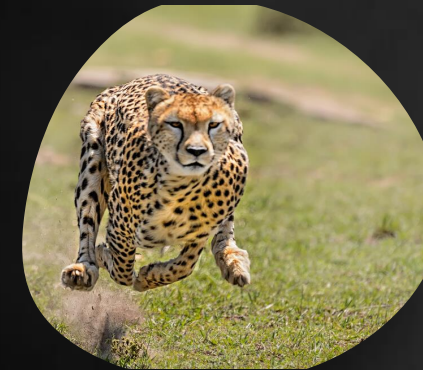
JACK WELCH

# Become an Exceptional Leader

**Whether you're a leader or  
supervisor of a company,  
department, or team...**

You need to develop the skills necessary to to  
empower your team during changing times.

# CHOOSE YOUR SUPERVISOR



Choose wisely --> the fate of your company depends on it.



# The Data Driven Leader

## This Leader's Favorite Quote:

"Without data, you are just another person with an opinion."



# The Data Driven Leader



## Get's Results

- This leader excels in hitting targets because they have added data analytics to the operational decisions



## Hold's Their Team To Higher Standards

- The data driven leader looks at the stats and empowers their team to hit higher objectives every month



## Knows Exactly How To Improve

- This leader collects all the historical data and insights which allows them to take action that drives profit

# S.M.A.R.T OBJECTIVES

This is a powerful goal setting tool to help leaders clarify the data portion of any regular goal. It makes it clear exactly what you want your team to achieve.

S = SPECIFIC  
M = MEASURABLE  
A = ACHIEVABLE  
R = RELEVANT  
T = TIME-BOUND

## EXAMPLE

Broad Goal: Improve E-mail Marketing Open Rates

### SPECIFIC:

We will improve open rates for our e-mail marketing campaigns by conducting split tests and refining our techniques.

### MEASUREABLE:

We will improve open rates by 10% increasing our average e-mail open rate to 20%

### ACHIEVABLE:

Yes, we can optimize headlines and implement techniques learned from online experts to increase open rates.

### RELEVANT:

E-mail marketing will help us drive traffic

### TIME BOUND:

We will begin split testing on 7/01/2020 and we want to achieve a 10% increase by 12/01/20

# OKRs Objectives & Key Results

This concept is used by Google & Intel to set strategy and layout data in a digestible way.

## OBJECTIVES

Choose Any Smart Objective  
That You Want To Measure &  
Track

## KEY RESULTS

1-3 Key Performance  
Indicators To Show The  
Progress Of Achieving The  
Main Objective

## OBJECTIVE:

Increase company net profit by 30% by Q4

## KEY RESULTS:

- Lower Cost to Acquire Customers (CAC) from \$1,000 to \$500
- Reduce # of Quality Errors from 10 /mo to 3 /mo
- Increase Average Order Value from \$300 to \$600

## OBJECTIVE:

Delight our company customers

## KEY RESULTS:

- Interview 20 customers per month and get feedback
- Achieve a Net Promoter Score of 9 from our customers
- Increase Customer Retention to 70%

# The Tony Robbins Leader

## This Leader's Favorite Quote

“If you do what you’ve always done, you’ll get what you’ve always gotten.”  
– Tony Robbins



# The Tony Robbins Leader



## Motivates & Inspires

- This leader creates a positive environment and get's people energized



## Makes Others Confident in Themselves

- The Tony Robbins Leader awakens true self confidence, creativity, & success within their team

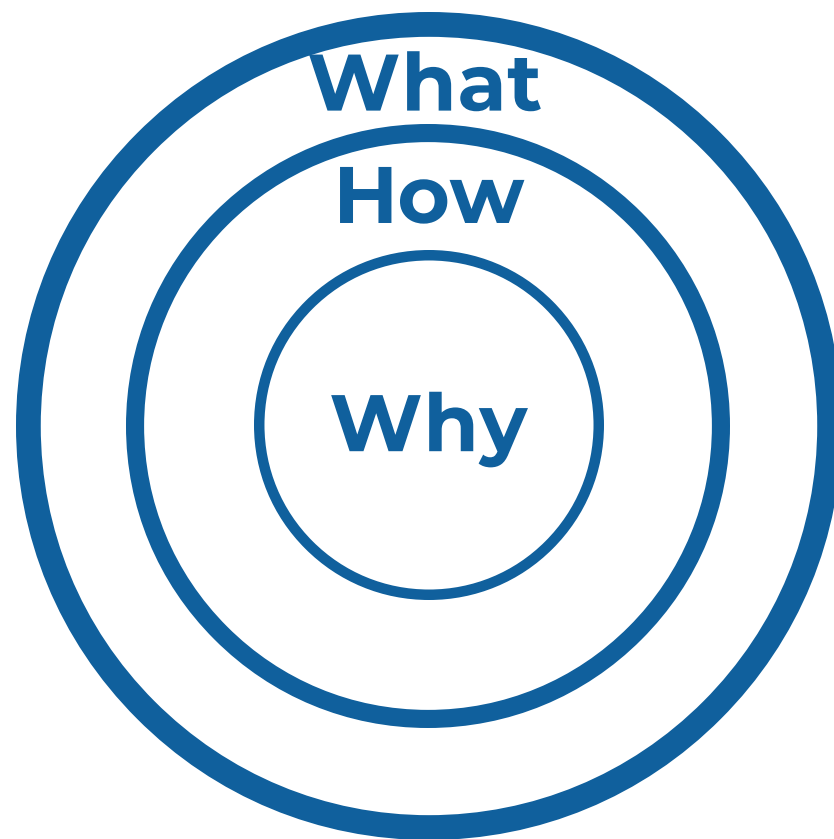


## Is a Mentor

- Employees look up to this leader as someone they can learn from and try and to emulate.

# 3 Step Method To Motivate Your Team

## 1. Connect Everyday Tasks to the "Why"



## 2. Use Business Storytelling

- Start with a message
- Mine your own experiences
- Don't make yourself the hero - focus on people you know, lessons learned, or events you've witnessed
- Highlight a struggle
- Keep it simple

## 3. Inspire Using Positivity

- Create a culture of gratitude
- Use positive messaging
- Smile - it's contagious (especially if it's coming from management)
- Celebrate wins often

# 7 Ways To Build Employee Confidence

- Make Them Feel Valued
- Be Specific When Praising Them
- Have Them Teach Others
- Create a Framework For Their Success
- Encourage Them Through Mistakes
- Empower Them To Make Decisions
- Treat Them With Respect



# The Charismatic Leader

## This Leader's Favorite Quote

"Your energy introduces you before you even speak."  
- anonymous



# The Charismatic Leader



## Is a Master of Communication

- This leader knows how to use body language and tonality



## Has Full Control Over Their Energy & Reactions

- It takes a lot for this leader to lose their cool. They manage their reactions well & give off an approachable vibe.



## Is Persuasive

- The charismatic leader can use their skills to positively persuade others.

## Body Language

- Open body posture vs closed body posture
- Good eye contact
- Smiling when appropriate

## Tonality

- Scarcity - Lower your voice to create urgency
- Bottled Enthusiasm
- Reasonable - When you're implying it's no big deal
- Absolute Certainty - A more definitive tone ending in a downward inflection
- I Care - Responding to a statement with empathy
- I really want to know - tone full of engagement and interest



# The Agile Leader

## This Leader's Favorite Quote:

"Agility is the ability to adapt and respond to change... agile organizations view change as an opportunity, not a threat."

- Jim Highsmith



# The Agile Leader



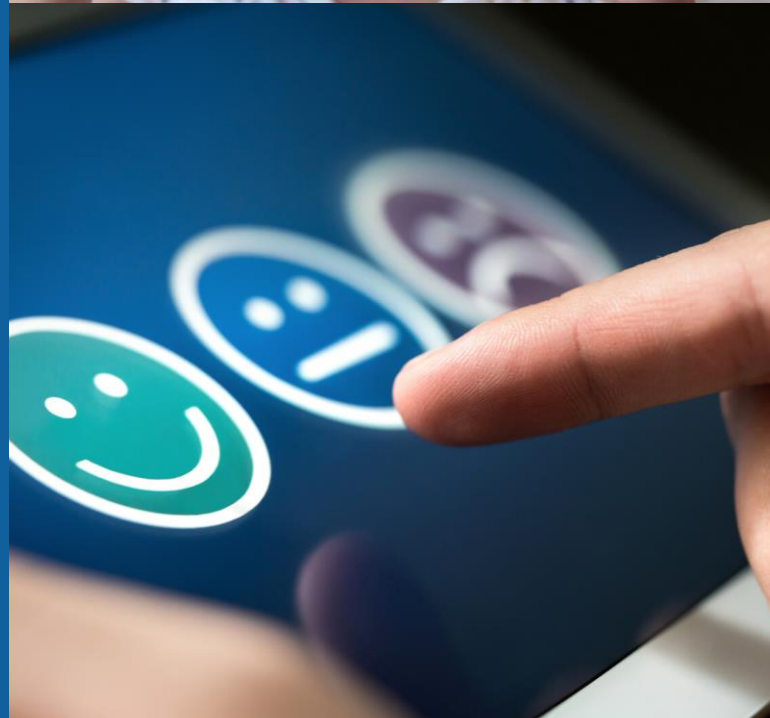
## Can Adapt to Any Situation (such as COVID 19)

- This leader can flip a switch and shift to a different direction quickly



## Constantly Learning New Skills & Concepts

- The agile leader is on top of their game by constantly learning and improving



## Get's Feedback & Optimizes

- The agile leader is constantly getting feedback from clients & employees. Using the feedback they improve the business.

# How to Manage A Team During Crisis

## BUILD A CLEAR PLAN

Put together a tactical set of steps for the new way of working.

## OVER-INVEST IN COMMUNICATION

Be realistic but be positive. Help people focus on what they can control.

## CARE ABOUT EMPLOYEE WELLBEING

Take care of people through compassionate acts & simply being there for employees.

## SET UP CRISIS RESPONSE TEAMS

Stabilize future threats by setting up teams to react and be proactive towards the crisis.

## FOSTER BELONGING & INCLUSION

Create a feeling of company comradery. People need to feel safe & included.



# The Servant Leader

## This Leader's Favorite Quote:

"It is better to lead from behind and to put others in front, especially when you celebrate victory when nice things occur. You take the front line when there is danger. Then people will appreciate your leadership." - Nelson Mandela



# The Servant Leader



## Has High Emotional Intelligence (EQ)

- This leader practices empathy with their team and fully understands them



## Is Always Ready To Go To Bat For Their Team

- The servant leader has their team's back. They're always ready to defend or help their employees.



## Is Out In The Trenches With Their Team

- This leader takes an active role when crisis strikes and jumps in side by side with team members to get the mission done.

# The Four Components of Emotional Intelligence

- Self-awareness
  - The ability to recognize your emotions and the effect they have on you and your team's performance
- Self-management
  - The ability to manage your emotions, especially in stressful situations
- Social awareness
  - The ability to recognize others' emotions; the ability to easily read a room or conversation
- Relationship Management
  - The ability to influence & coach others; also the ability to resolve conflict effectively

# Comprehension Over Communication

1. Show the value (what's in it for them)
2. Create a nonjudgmental safe environment so that if they don't understand what you're saying, they can easily ask questions
3. Clearly deliver your message; don't use too much jargon and keep it concise and organized
4. Ask if they understand everything (ask them questions to see if they understand or ask them to summarize it for you)
5. Follow up



# The Team Coach

## This Leader's Favorite Quote:

"Leadership is lifting a person's vision to high sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations." - Peter F. Drucker



# The Team Coach



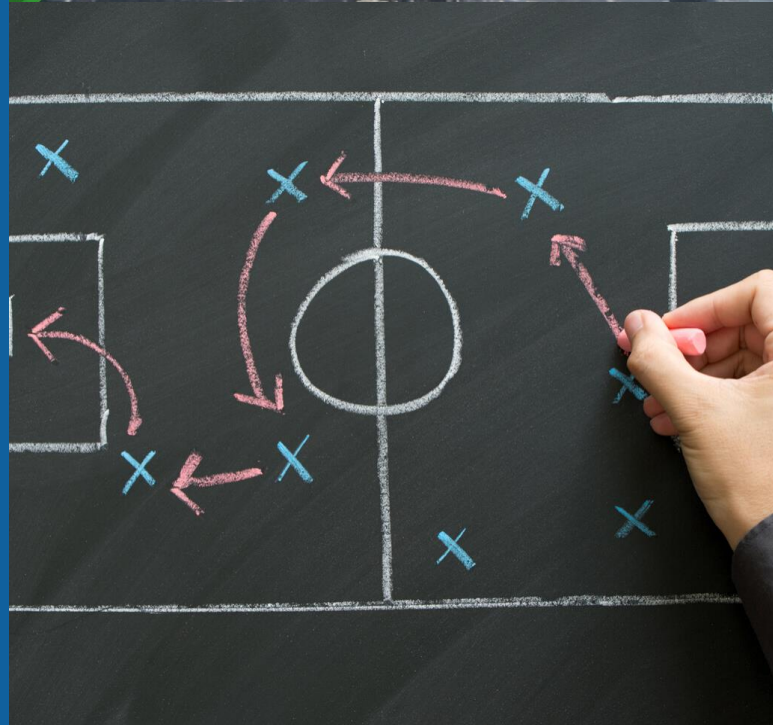
## Spends Extra Time Building the Strengths of the Team

- This leader takes special interest in developing each employee's strengths until they eventually have a super team



## Shows the Team the Vision & Helps Them Get There

- The team coach has a purpose of getting everyone on the same page & being the guide



## Is Proactive & Always Has a Game Plan

- This leader's team looks up to the coach and can count on them to always have a plan

# SWOT Analysis

**Develop you team by  
understanding their  
strengths**

A SWOT analysis maps out your employee's path towards your goals by identifying strengths and weaknesses and opportunities and threats. Essentially you just want to focus on building up the strengths.

## Strengths

What does this employee do better than anyone else? What are the unique strengths?

## Weaknesses

What areas can this employee improve on? Don't focus too much on the weaknesses.

## Opportunities

What future opportunities within the business would make this employee shine?

## Threats

What are the obstacles to this employee's growth?

# Co-create a Game Plan

- Size Up Your Needs
- Share Your SMART Objectives & Key Results With Employees
- Recognize Potential vs. Readiness
- Infuse everyone's game plan with training & development
- Track the Results & Refine the Strategy



# The Transactional Leader

## This Leader's Favorite Quote:

"In order to build a rewarding employee experience, you need to understand what matters to your people."

- Julie Bevacqua



# The Transactional Leader



## Sets High Expectations

- This leader expects employees to perform at a top tier level



## Rewards Employees That Surpass Expectations

- This leader creates incentives for employees to hit company goals (they try and create a win win win situation)



## Uses Perks & Awards To Motivate

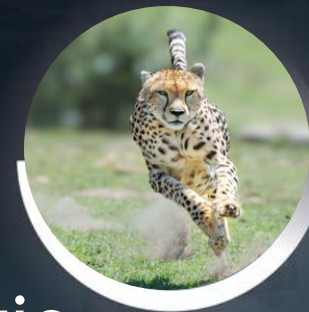
- This leader offers tangible & monetary level incentives to motivate employees

# Different Ways You Can Reward Employees

- Gift Cards
- Spot Bonuses
- Normal Bonuses
- Raises
- Vacation Days
- Better Parking Spot
- Sponsored Lunch
- A Public Awards Ceremony
- Pay for an Online Course
- Get them Tickets to Something

# Which supervisor should you choose?

The Agile Leader



The Tony Robbins Leader



The Servant Leader



The Charismatic Leader



The Data Driven Leader



The Team Coach



The Transactional Leader



The answer is..... a combination of all of them. However, take your time to fully develop each one within yourself. Practice makes perfect.

# AK Trikha

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Lean QA provides highly effective coaching & consulting to help companies increase profit & thrive in a competitive market.

## DEEP INDUSTRY EXPERIENCE

Over 40+ years of  
Aerospace Industry  
experience (fortune 100  
and small business).

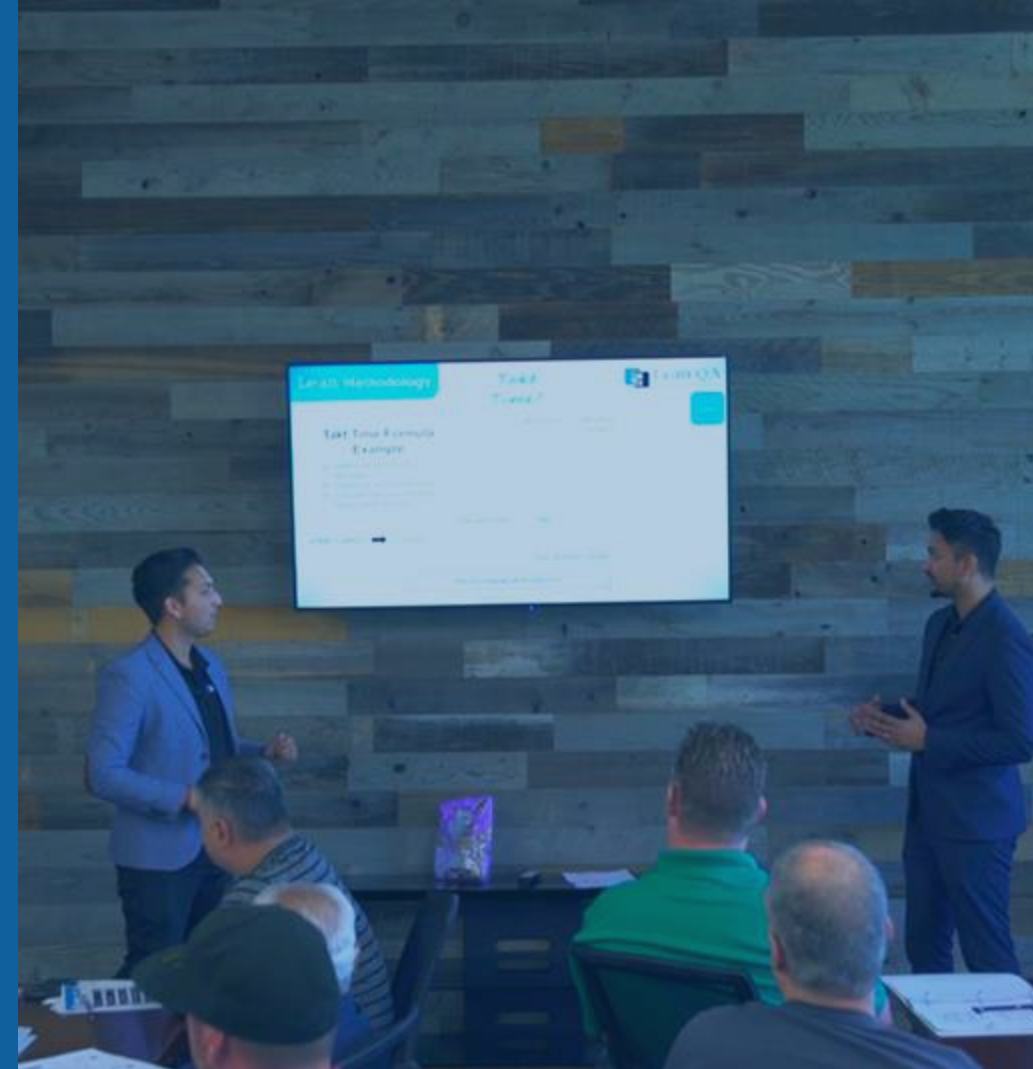
## UNIQUE PURPOSE

AK helps people simplify  
complex concepts so they  
can apply the tools needed  
to significantly improve  
their businesses.



## Services

- Leadership Development Training & Consulting
- AS 9100D Audit Prep Kits
- AS 9120B Audit Prep Kits
- ASA – 100 Preparation
- Quality Standards Implementation
- Business Soft & Hard Skills Training / Coaching
- Internal Auditing
- Lean Six Sigma Training & Implementation
- Inventory Management



# References

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