

Focusing On the Human Side

INTRODUCTION

There's more to supervision than just the technical aspects of it. THERE'S THE HUMAN SIDE OF IT. How you relate to your employees can make all the difference in the success of your department. It is easy to lose sight of the fact that your effectiveness of ten depends on how your employees perceive you.

ASK YOURSELF THESE QUESTIONS:

1. Do your employees see you as the carefree happy person you think you are?
2. Or, do they see you as a hard task-master concerned only with the job's operation?

It's probably easy to get caught up in the technical part of your job that you sometimes forget you're primarily responsible for managing people.

PEOPLE (unlike machines) need to be: TALKED TO, LISTENED TO, PRAISED, GUIDED, AND GIVEN REASONS TO PERFORM AT THEIR BEST.

5 Key Concepts to Focusing On the Human Side

#1. Make People Feel Important (and they will be)

What makes employees feel important?

- a. RESPECT - Being listened to and having opinions matter to management.
- b. TRUST – Being in control of a project – feeling of satisfaction, accomplishment.
- c. INFORMATION – Being informed of what's going on in the department and in the company and how employee's job fits in.
- d. PARTICIPATION ON DECISIONS

MUTUAL TRUST AND RESPECT. Showing to employees makes them feel important. You have powerful influence on your employees.

#2. Show That You Care

If you take an interest in your employees as people, you will improve your relationships with them and develop the human side of your job.

#3. Understand the Person Behind the Employee

Making person to person contact with your employees makes you a successful supervisor.

#4. Reward Your Employee's Efforts

You need to be aware of what motivates different employees. Monetary reward is not the only reward needed/wanted by employees. There are many types of rewards for different types of people. The key is to find out what motivates them individually. Reward them immediately.

#5. Encourage Two Way Communication

Make sure your employees know that you will listen to their concerns and ideas and that you will share with them all the information relevant to their job.

- a. You can encourage two way communication by creating an open environment by letting your employees know you as a person and you getting to know them as people.
- b. Asking the right questions to get them to open up and listening to what they have to say.
- c. Create an environment whereby they trust you not only with professional communication but also personal – the human side.
- d. Listening between the lines to what they're really saying. Why they are really saying.
- e. Getting feedback – Giving feedback. TWO WAY COMMUNICATION.

EFFECTIVE COMMUNICATION requires more than sending a message. APPLY THE HUMAN TOUCH by getting involved and getting your employees involved.

OPEN DOORS THAT CAN SEPARATE YOU FROM YOUR EMPLOYEES – your human side.