

# The Toughest Supervisor Challenges and How to Overcome Them

**HRDQ.**

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PREVIEW



## Course Objectives

**Upon completion of this course, you'll be able to:**

- Use realism, restraint, and resolve when facing any tough challenge.
- Resolve conflicts effectively between employees.
- Deal with layoffs in a way that minimizes negative effects.
- Show support for employees with performance issues while building a defensible case for discipline and/or termination if necessary.
- Deal with employees' personal problems with sensitivity and fairness.
- Take control and responsibility in a crisis situation.

# The Toughest Supervisor Challenges

## Module One: Introduction

# Introduction

**What is your toughest challenge as a supervisor?**



Every job has its challenges. What sets your job apart as a supervisor is that you manage people. So your toughest challenges are likely to be employee-related issues.

## Take the Time to Do the Right Thing

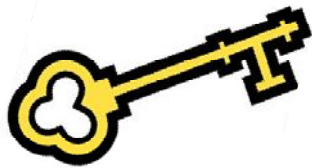
Supervising others can be extremely rewarding. But it can also be a big headache when employees don't do what they're supposed to, when they fight with each other, or when you have to lay off or terminate people. This program focuses on taking the time to do the right thing in these situations for the long-term success of the organization, the employees, and you.

“There are three secrets to managing. The first secret is to have patience; the second is to be patient. And the third most important secret is patience.”

*Chuck Tanner,  
Major League Baseball manager*

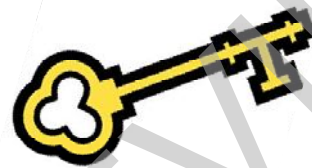
## Keys to Taking the Time

Keep these three keys in mind as you face any tough challenge. They will help you take the time to do the right thing.



### **Realism**

A realistic outlook will keep you on a path that is neither overly optimistic nor too pessimistic.



### **Restraint**

Restraint is the opposite of impulsiveness. If you practice restraint, it will save you from many rash and poor decisions.



### **Resolve**

Facing tough challenges requires determination and perseverance to do the right thing.

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