

Indian Health Service Supervisor/Lead Training 101

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OBJECTIVES

- ❑ WHAT? WHY? HOW?

 - SUPERVISION

 - LEADERSHIP

- ❑ RESPECT & COURTESY

- ❑ ATTENDANCE

- ❑ MODEL EMPLOYEES

 - MOTIVATION

 - PUNCTUALITY

 - TEAMWORK

SUPERVISION

WHAT? WHY? HOW?

WHAT?

1. HIRING
2. PROVIDE TRAINING
3. ASSIGN WORKLOAD
4. PROVIDE RESOURCES
5. PERFORMANCE EVALUATION
6. DISCIPLINARY ACTIONS
7. REWARDS (INDIVIDUAL/TEAM)
8. TERMINATION

WHY?

1. SELECT PEOPLE TO MEET THE NEEDS OF THE ORGANIZATION, CHOOSING OUR TEAM
2. TEACH, TRAIN, COACH
3. CARRY OUT THE MISSION OF THE AGENCY
4. BE ABLE TO DO THEIR WORK
5. PRODUCTIVITY, QUALITY OF WORK, CUSTOMER SERVICE
6. REHABILITATE EMPLOYEE
7. EMPLOYEE RETENTION
8. GIVE THEM THEIR FREEDOM

HOW?

1. TAKE NOTE OF WHAT THE POSITION CALLS FOR, EVALUATE QUALIFICATIONS
2. ONE-ON-ONE, ASSIGN MENTOR, PRACTICE
3. COMMUNICATE EXPECTATIONS
4. WORKSPACE, EQUIPMENT, SUPPLIES
5. EVALUATE QUALITY AND PRODUCTIVITY, GIVE AND GET FEEDBACK
6. COMMUNICATION, REPEAT STEPS 2 TO 5
7. SHOW GRATITUDE, EMPLOYEE MOTIVATION
8. DOCUMENTATION AND PROGRESSIVE DISCIPLINE, FOLLOW PROTOCOL

LEADERSHIP

WHAT? WHY? HOW?

WHAT?

ANY PERSON WHO STEPS UP AND STEPS IN TO LEAD

WHY?

SOMETHING NEEDS TO BE FIXED, SOLVED, IMPROVED

HOW?

TAKING INITIATIVE TO LEARN

TAKING INITIATIVE TO DEVELOP TOOLS

TAKING INITIATIVE TO TRAIN/COACH/MENTOR

WITH OR WITHOUT A TITLE

WHAT ARE LEADERSHIP QUALITIES WE SEE IN OURSELVES?

WHAT ARE LEADERSHIP QUALITIES WE SEE IN OUR TEAM MEMBERS?

CAN WE NAME ANY SIGNIFICANT PEOPLE WHO WERE LEADERS WITHOUT A TITLE?

RESPECT & COURTESY

RESPECT, also called esteem, is a positive feeling or deferential action show towards someone or something considered important or held in high esteem or regard. It conveys a sense of admiration for good or valuable qualities.

Listen and be present, avoid interrupting or causing disturbances.

Be thoughtful of others' feelings.

Accept others for who they are, even when they are different from you or you don't agree with them.

Acknowledge others and say thank you.

Address mistakes with kindness.

Think before you speak, your language and tone.

Make decisions based on what's right, not who you like.

Respect physical boundaries.

COURTESY is a gentle politeness and courtly manners.

What are some examples of how we can show respect and courtesy in the workplace?

Setting Ground Rules

Active listening is a specific way of hearing what a person says and feels, and reflecting that information back to the speaker.

“If you want them to hear it, you talk.

If you want them to learn it, they talk.”

KEYS TO ACTIVE LISTENING

LIMIT DISTRACTIONS

BODY LANGUAGE

REPEAT WHAT YOU UNDERSTAND

HAVE THE OTHER PERSON EXPLAIN WHAT
THEY UNDERSTAND

ASK QUESTIONS

ATTENDANCE

TYPES OF ABSENCES

AUTHORIZED, PLANNED ABSENCE

UNPLANNED BUT LEGITIMATE ABSENCE

UNAUTHORIZED OR UNEXCUSED ABSENCE

COMMUNICATE EXPECTATIONS

- ✓ DETAIL HOW TO REPORT ABSENCES - TO WHOM AND WHEN (LEAVE APPROVING OFFICIAL MEMO)
- ✓ DETERMINE HOW ABSENCES ARE TRACKED (INTEGRATED TIME AND ATTENDANCE SYSTEM)
- ✓ DEFINE AND COMMUNICATE YOUR SICK NOTE POLICY (COLLECTIVE BARGAINING AGREEMENT)
- ✓ ESTABLISH EXPECTATIONS FOR WHEN EMPLOYEES ARE AWAY (COVERAGE)
- ✓ EXPLAIN HOW WAGES OR SALARIES ARE AFFECTED BY ABSENCES (LEAVE WITHOUT PAY)
- ✓ COVER DISCIPLINARY ACTIONS FOR CONSISTENT/UNAPPROVED ABSENCES (PATTERNS, ABSENT WITHOUT OFFICIAL LEAVE)

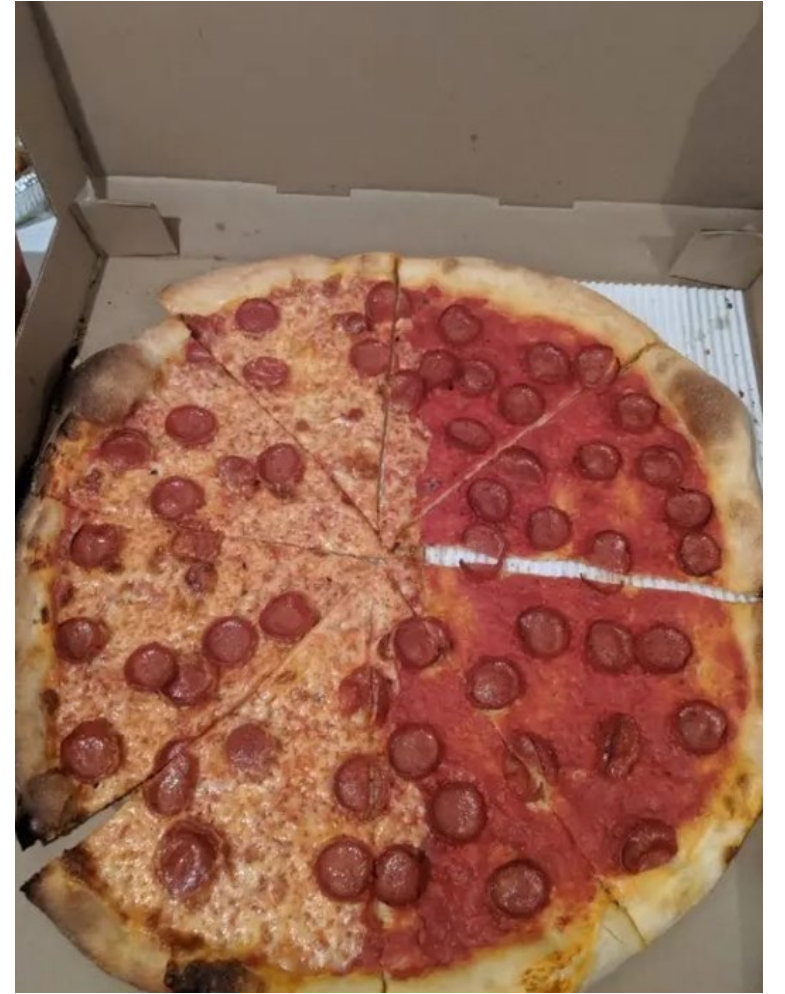
Draw a picture of a dog. You have two minutes.



Be clear.

State exactly what you expect.

Ask questions.



MODEL EMPLOYEES

PUNCTUALITY

BE ON TIME AND VALUE TIME

BEING EARLY MEANS BEING BETTER PREPARED

WHEN YOU'RE ON TIME, YOU DON'T MISS OUT

PRODUCTIVITY IS ENHANCED

MORE TIME TO GET THE WORK DONE

DECREASED STRESS

SHOWING UP ON TIME BUILDS YOUR TRUST WITH
PEOPLE

**PEOPLE SEE YOU AS RELIABLE AND THEY CAN COUNT ON
YOU**

BUILD TRUST WITHOUT YOURSELF

IMPROVES YOUR SELF WORTH AND CONFIDENCE

PLAN AHEAD

**SHOWS YOU KNOW HOW TO MANAGE AND PRIORITIZE
YOUR TIME**

SHOWS YOU VALUE OTHER PEOPLES TIME JUST AS MUCH
AS YOURS

TIPS

1. RE-ESTIMATE HOW MUCH TIME YOU THINK THINGS WILL TAKE. TRY TAKING ORIGINAL ESTIMATE AND ADD AT LEAST 25% TO 50% MORE TIME
2. ACCOUNT FOR TRANSITION ACTIVITIES. TRAFFIC, PARKING AND WALKING
3. BEWARE ONE MORE THING
4. BEWARE I'LL JUST DO EVERYTHING FASTER
5. BEING EARLY ISN'T A WASTE OF TIME
6. AIM FOR 10 MINUTES EARLY
7. TRANSFER YOUR BIGGEST MORNING HEADACHE TO THE NIGHT BEFORE
8. GET INTO THE HABIT OF THINKING AHEAD

MOTIVATION

Two things you are
in total control of in life are
your attitude
and effort.

POSITIVE MENTAL ATTITUDE

- ✓ Think of it as your mental posture. Resolve to be a reverse paranoid.
- ✓ Look at every situation as an opportunity to grow, improve, and excel.
- ✓ Practice makes permanent. 30 consecutive days to make or break a habit.

BE PROACTIVE

CHOOSE to be happy!

AVOID toxic people. Choose to be with people who build you up. Surround yourself with winners. Be a victor, not a victim. Attitudes are contagious.

DELETE – Delete, erase, stop negativity.

TEAMWORK

TEAMWORK, is the collaborative effort of a group to achieve a common goal or to complete a task in an effective and efficient way. Teamwork is seen within the framework of a team, which is a group of interdependent individuals who work together towards a common goal.

What are some ideas to promote teamwork that you have done in the workplace?

Which is better? To be effective or right?

Sometimes we have to sacrifice.

Do you want to be happy or right?

Let's arm wrestle!

For every time you win, a charity of your choice get's **\$10k**. Ready? **Get set. Wrestle!**

OBJECTIVES

- ✓ WHAT TO DO? WHY? HOW?
- ✓ RESPECT & COURTESY
- ✓ ABSENTEEISM
- ✓ MODEL EMPLOYEES
 - MOTIVATION
 - PUNCTUALITY
 - TEAMWORK



