

Supervisor Critical Competencies

A COMPETENT SUPERVISOR IS ONE WHO: PLANS AND PRIORITIZES

OUTCOME: The resources required to achieve the desired standard(s) can be used under the conditions at the required time

Develops work plans and applies lessons learned

- ▶ Plans ahead (monthly, quarterly, yearly) to anticipate timelines and barriers
- ▶ Manages and acquires resources (equipment, workers, contractors, products, information)
- ▶ Incorporates emergency planning into work plans
- ▶ Manages change and adjusts plans
- ▶ Collaborates with others completing critical tasks

Applies a logical and systematic approach

- ▶ Applies goal setting models to work
- ▶ Assigns milestones and levels of action
- ▶ Reframes work to follow the required processes to complete the task

Manages information and data

- ▶ Identifies key performance indicators or measures of success
- ▶ Documents, reports and communicates to others on key performance indicators
- ▶ Interprets data to make informed decisions or knows when to ask for additional data

Prioritizes and re-evaluates tasks

- ▶ Organizes tasks and manages time based on importance
- ▶ Recognizes differences between “urgency” and “important”
- ▶ Concludes when a plan can’t be achieved and applies mitigations
- ▶ Is knowledgeable of and applies basic “Management of Change” processes

A COMPETENT SUPERVISOR IS ONE WHO: ENGAGES THE WORKFORCE

OUTCOME: Communication and collaboration that supports completing work to the desired standard(s)

Develops a team environment and supports those performing the work under their direction

- ▶ Building trust and rapport among workers
- ▶ Resolves and moves through conflict in a constructive manner
- ▶ Sets the expectations and conditions for when supervision is required
- ▶ Is able to identify unique qualities/skills required by team members
- ▶ Orientates others to worksite expectations
- ▶ Demonstrates comprehension of work standards by highlighting critical components to effectively mentor employees before, during, and after the task
- ▶ Documents and communicates worker concerns to management
- ▶ Can identify limitations in team members and implements actions to support those limitations

Communicates effectively

- ▶ Communicates information and ideas in ways that gain support of others
- ▶ Communicates with immediacy, urgency and promptness
- ▶ Engages in active listening and asks questions to further their understanding
- ▶ Communicates succinctly

Leads by example

- ▶ Holds themselves accountable to achieving the desired outcome
- ▶ Devises continual improvement plans to augment their capabilities
- ▶ Demonstrates willingness to challenge the status quo when necessary to effect positive change

Notes:

Notes:

Supervisor Critical Competencies

A COMPETENT SUPERVISOR IS ONE WHO: IDENTIFIES AND MITIGATES HAZARDS

OUTCOME: The risk is reduced to a level acceptable to the organization

Anticipates Hazards

- ▶ Evaluates hazards and effectiveness of controls relating to chemical, physical, biological and psychological risks
- ▶ Prioritizes hazard controls in relation to risk
- ▶ Integrates knowledge of workplace operations and limitations into work plans
- ▶ Analyzes work task to identify and mitigate resulting hazards
- ▶ Communicates hazards to others and expectations to apply controls

Conducts workplace assessments

- ▶ Conducts and assists others with workplace observations and risk assessments
- ▶ Provides coaching opportunities when there are deviations from the work standard(s)
- ▶ Regularly assesses competency and fit for duty of those performing the work
- ▶ Appraises evidence of workers qualifications and experience suitability prior to executing work

Mitigates hazards

- ▶ Explains concepts and requirements of the hazard mitigation plans
- ▶ Trains others to use onsite control methods
- ▶ Conducts periodic reviews of hazard mitigation preventions
- ▶ Creates and implements contingency plans

A COMPETENT SUPERVISOR IS ONE WHO: EXECUTES WORK

OUTCOME: Tasks are completed to the desired standard(s) under a variety of conditions

Adheres and upholds laws, policies, process and procedures

- ▶ Evaluates processes and procedures against desired work standard(s)
- ▶ Uses operational systems, tools and resources as intended by their design
- ▶ Educates workers on their basic rights and upholds, respects, and adheres to them in practice

Reinforces roles and responsibility

- ▶ Communicates and confirms understanding of responsibilities to those being directed
- ▶ Sets reporting expectations to those being directed
- ▶ Provides information about the desired work standard(s) to those being directed

Manages performance against the standard(s)

- ▶ Communicates site requirements to those performing the work
- ▶ Work tasks are assessed for compliance with regulations and standards
- ▶ Checks work progress and corrects as needed
- ▶ Assesses workers readiness to complete work to the desired standard(s)
- ▶ Prioritizes operations to support emergency management in minimizing additional deviations

Notes:

Notes: