

The Case of the Newly Promoted Supervisor

Jerry has recently been promoted to supervisor of the team on which he worked. He's been busy learning his new job and has not yet held a staff meeting. Jerry's team is responsible for coordinating shipments and deliveries to meet client needs. It's the holiday season and clients are making last-minute changes to their orders in an effort to fill just-in-time consumer demands for their products.

Thirty minutes before quitting time, Jerry notices his team members are leaving for the day. When he asks them why they are leaving early, they tell him to relax; it's holiday time and they're going out to celebrate. They even invite Jerry to join them.

As a new supervisor, Jerry sticks to his guns and demands they get back to work. They've reached a standoff as the team mutters about how he used to be fun but must have forgotten that he was one of the guys before.

What is the underlying issue?

What could Jerry have done differently?

How would you recommend Jerry manage this situation? What should he say to his team members?

Setting Priorities

Listed below are tasks which await you upon the start of your shift. Determine whether or not they are important. Then rank them in the order in which you will address them.

Task	Important Y/N	Urgent Y/N	Rank
Telephone message from your organization's best customer needing to reschedule a delivery for this afternoon. They need a call back.			
Voice message light on your phone is blinking.			
A text message from your boss is on your phone. She needs to see you in one hour.			
An employee needs to speak with you. He says it is urgent to talk to you ASAP!!!			
You've received word of an accident on the docks which will delay the unloading of cargo			

What was your process for determining the level of importance of the task?

Why did you assign #1 to what you determined to be the top priority?

Delegation

Angela has to submit to her boss a monthly report that details the timeliness of deliveries, the costs associated with working overtime, the number of customer complaints, and projections for the trends occurring over the next two months. Angela's team is comprised of four employees with varying levels of experience. John has been on the team for six months, and is responsible for handling customer complaints. Alex has been on the team for three years. One of his responsibilities is to schedule all the deliveries and follow-up for the results. Willie has been on the team for two years, but is doing his best to coast until retirement. Lastly, Norman is the senior worker with ten years' experience.

It is the 15th of the month and the report is due to Angela's boss on the first of next month. She has never completed this report before.

What advice would you give Angela in order to have this report completed on time?
