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HOW CAN YOU TELL THE DIFFERENCE BETWEEN A TERRIFIC FRONT-LINE SUPERVISOR AND A POOR ONE?

THE QUESTION CAN'T BE ANSWERED WITHOUT A SET OF CRITERIA

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How Can You Tell the Difference Between a Terrific Front-Line Supervisor and a Poor One?

I think the best answer is looking at the [results](#) each one is able to produce.

A terrific front-line supervisor delivers the results your organization is seeking in his/her area of responsibility. This could not be accomplished without the supervisor's line staff performing as an exceptional team. Therefore, [the difference between a terrific front-line supervisor and a poor one, can measured by just how well their staff perform as a team.](#) How well staff perform their respective jobs and serve as team members can be directly linked to their supervisor's ability levels in the following areas:

- [Influential Skills \(leadership\)](#)
- [Hiring Skills \(objective interviewing and ability to see competence and/or potential\)](#)
- [Employee Development Skills \(up-skilling deficient areas and actively guiding employees to strive to reach their full potential\)](#)
- [Personal and Professional Integrity \("walking the walk" and being a role model\)](#)
- [High Level of Emotional Intelligence \(awareness of his/her own feelings and emotions and those of others; ability to discriminate among them; power to use the information to guide his/her thinking and actions.\)](#)
- [Setting Expectations and Holding Each Staff Member Accountable For Results \(clarity of purpose and thought as well as control\)](#)

Although other factors can be added to the list above, I believe if you use the ones indicated to determine just how well a front-line supervisor is performing his/her job, you will be able to identify many of the potential causes of disappointing results and use that information to initiate some actions to mitigate the deficiencies. I don't want to end this message without mentioning just how important it is to continually show your appreciation to your "terrific" managers . ["Terrific" is hard to come by and sometimes very hard to keep!](#)

If you are interested in learning more about this subject matter or other ones, please visit my website at www.momentumhrservices.com. I am offering all new clients a free two-hour consultation with no strings attached.

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