

Becoming a Better Supervisor: A Resource Guide for Community Service Supervisors

This guide was developed to help front-line supervisors in all kinds of community service programs. The guide was drawn from three major sources of information: a comprehensive needs assessment; views of supervisors who participated in Supervisory Skills Workshops; and literature of specialists in the fields of supervision, management, and community participation.

The Guide includes information on the following supervisory roles:

- Communicator: Active listening; providing feedback; conflict management
- Advisor: Problem solving; coaching members
- Team Builder: Building a collaborative team environment; guiding the team through stages of group development; making decisions in groups
- Planner/Manager: Planning work; setting priorities/delegating tasks; managing time; managing meetings
- Community Partnership Builder/AmeriCorps Representative: Assessing community needs; building and sustaining collaboration; public relations

The Guide is available in sections in PDF format for download at the link below.

<http://nationalservicerresources.org/becoming-supervisor>