



Missouri Department of
MENTAL HEALTH

SUPERVISOR TOOLKIT

REFERENCE TOOL FOR SUPERVISORS

CONTRIBUTORS

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**I'M A SUPERVISOR,
WHAT DO I DO NOW?**



THE IMPORTANCE OF CREATING A SUPERVISOR TOOLKIT

More often than not supervisors are thrown into the role of supervision with no resources on how to successfully lead.

- Promoted with no previous supervision
- Additional responsibilities that come with supervision
- One stop shop for all reference material
- People leave jobs due to their supervisor
- 20 Reasons why people quit their jobs - <https://medium.com/@checkli/why-employees-quit-20-stats-employers-need-to-know-b921c253f767>
 - 92% of employees said that would be more likely to stay with their job, if their bosses would show **more empathy**.
Source: [Businesssolver](#)
 - 30% of employees would consider quitting if they were **unhappy at work**, and 79% of employees said their **bosses didn't care about their happiness** level.
Source: [One4All](#)
 - When surveyed, 76% of employees who **don't feel valued** at work are seeking other job opportunities.
Source: [Lifeworks](#)
 - When surveyed, 82% of employees said they'd be more loyal, and less likely if they had more **flexible jobs**.
Source: [FlexJobs](#)

SKILLSET NEEDED

- Communication Styles
- Time Management
- Cultivating a Team
- Supervisor Self-Assessments
- Basic Skills



THE FUN

IS JUST GETTING STARTED!

memegenerator.com

HOW TO ACCESS

- The supervisor Toolkit will be located on the DMH Intranet.
<https://intranet.state.mo.us/dmhonline/>
- Click on the Professional Development icon on the right. Click on the Supervisor Tool Kit icon.
- <https://intranet.state.mo.us/dmhonline/professional-development-opportunities/supervisor-toolkit/>.



**COMMUNICATION
STYLES**



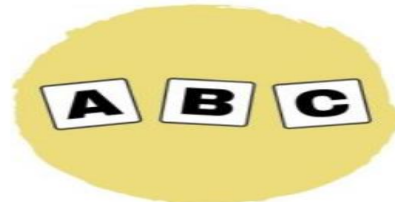
**TIME
MANAGEMENT**



**CULTIVATING
A TEAM**



**SUPERVISOR
SELF-ASSESSMENTS**



**BASIC
SKILLS**



**MORE
RESOURCES**

COMMUNICATION STYLES

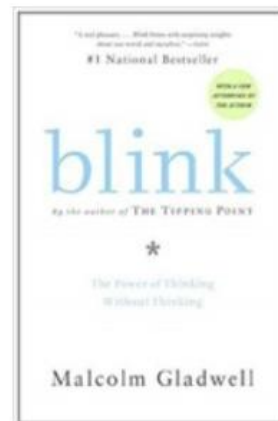
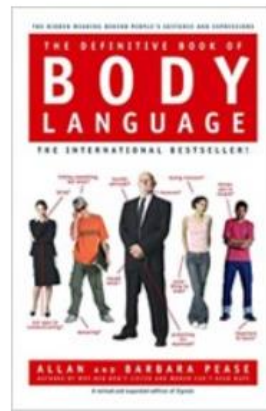
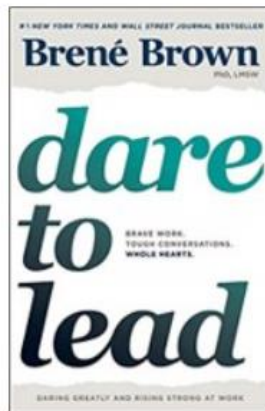
Communication Styles

Books

Dare to Lead *by Brené Brown*

The Definitive Book of Body Language *by Allan & Barbara Pease*

Blink: The Power of Thinking without Thinking *by Malcolm Gladwell*



Videos

Six Tips for Supervisors and Managers (when to talk in person or email)

Adjusting your Communication Style

Communication Skills – Transitioning from Technical Professional to Manager

Communicating Authentically as a Leader – Communication Tips Weekly

Addressing Difficult Conversations – Working with Creative Millennials

Transitioning from Manager to Leader

Manage vs. Facilitate

TIME MANAGEMENT



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Time Management

Videos

[Finding Work-Life Fit](#)

[Time Management Fundamentals](#)

[Time Management for Managers](#)

[Organizing your Emails in Outlook](#)

[Time Management with Calendar and Tasks](#)

[Time Management for Managers](#)

CULTIVATING A TEAM

Quick Links

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Cultivating a Team

How to Handle Conflict

Books

The Skilled Facilitator *by Roger Schwarz*

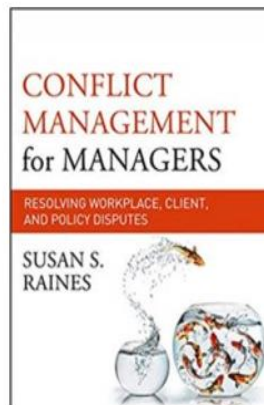
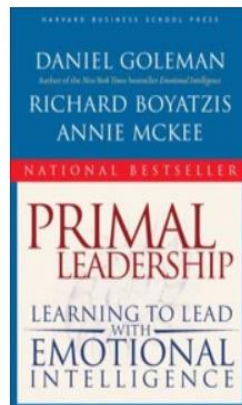
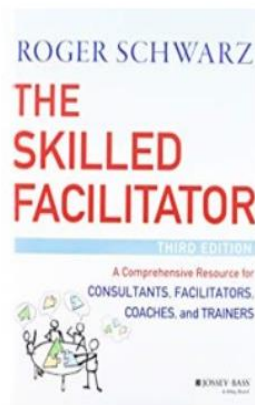
Primal Leadership *by Daniel Goleman, Richard Boyatzis, and Annie McKee*

Conflict Management for Managers *by Susan S. Raines*

Second Edition: Conflict Management for Managers *by Susan S. Raines*

Video

Conflict Resolution



SUPERVISOR SELF ASSESSMENT

Supervisor Self-Assessments

Questionnaires

Leadership Style Questionnaire

Emotional Intelligence Questionnaire

Least Preferred Coworker Scale

Situational Leadership Self-Assessment

Authentic Leadership Self-Assessment Questionnaire

Inspirational Leadership Self-Assessment

Personality Test

DISC (Dominance, Influence, Steadiness and Compliance) Test

BASIC SKILLS



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Basic Skills

MS PowerPoint

MS Word

MS Excel

Videos

Video

Video

[Beginners Guide to PowerPoint Presentations](#)
[How to Create an Awesome PowerPoint Presentation](#)

[Beginners Tutorial for Word](#)

[Beginners Tutorial for Excel](#)

[Click here](#) for printable quick reference guides and study guides for MS Excel, MS Outlook, MS PowerPoint, MS Project, and MS Word.

MORE RESOURCES



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More Resources

External Resources

[MindTools](#)

Questions???