

## SUPERVISION TIPS

The most successful chapter leaders tend to be brothers who make a major impact on their brothers' lives. When you think of the most influential people in your life, you will often recognize a consistent set of skills. The most successful leaders understand each of the following supervising skills, and focus on improving each one in their daily life to better serve their brothers and their chapters.

### SET CLEAR GOALS

**Every brother must know your essential goals.** It seems like common sense that everyone knows the overall goals. But it's amazing when you talk to brothers or new members who don't completely grasp it. As a leader, you can never assume the brothers know your goals. Informed brothers will grasp and appreciate goals, stay focused on what is important, and more importantly, limit what is not.

### SET REALISTIC COMPLETION TIMELINES

It's important to set realistic timelines to complete tasks. You are the expert who understands what is a reasonable amount of time to complete a given task. If you set unrealistic goals, it says a lot about your expertise. If you set realistic timelines for specific tasks, your brothers will respect your decisions and vice versa.

### ENSURE PROPER TRAINING AND TOOLS

Having proper training and tools to accomplish brotherhood tasks seem like common sense, but it's often overlooked or underestimated by leaders. It is essential that you be able to gauge the strengths and weaknesses of your brotherhood. You should always encourage your brothers to have input on training. You set the standards, but you should be receptive to new ideas. In addition, you should require your fellow officers/members to maintain accountability and to identify deficiencies to you as the leader.

### FAIR AND CONSISTENT

A successful leader should always remember to be firm, fair, and consistent with all of his brothers. Being firm with a brother means they understand that there are firm consequences if they either violate policy or fail to meet chapter standards or goals.

Treating someone fairly means to treat every brother without preferential treatment. It's very difficult to be totally impartial when dealing with a high performer versus a low performer, but it is **one of the most important traits to have as a leader**. You will lose valuable respect from your brothers if you're ever deemed to give anyone preferential treatment. Once you lose this respect, it's almost impossible to regain.

Being consistent is one area that is often underestimated. Being consistent on how you act from day to day is critical. As a leader, it's important to be professional when confronted by an angry brother. When you remain calm and consistent with policy, you will remain professional. Being consistent is one of your greatest assets as a leader.



**BE A GOOD COMMUNICATOR**

It is important to communicate openly and honestly at all times; a brother should always know how he is doing, but should also hear when he needs to work on improving his role. As a leader, you must also be able to allow for input and therefore be accessible. Ask your brothers what they think of a certain project because they have a lot to offer! Tell your brothers they are free to ask you questions and discuss concerns, and periodically ask them if they have any questions. Always be open to learn how to improve your skills by attending workshops, taking classes, and reading all of the Fraternity’s officer resource materials. Being familiar with the resource material will help you to better understand their roles and allow you to supervise that much better.

**ENCOURAGE INNOVATIVE THINKING**

Every brother is important and will contribute when they feel their input is important to the chapter. If they perceive a lack of interest from officers or that no one is following through, they will cease future input. When a brother understands that his input is valuable, he will keep a mindset to look for improvement. Brothers’ inputs are very valuable to the success of your chapter. You can also encourage creative thinking through a formal or informal reward system.

**DELEGATION: TRUST AND VERIFICATION**

Trust and verification are critical for leaders responsible for brothers who are not under direct supervision. Trust can only be earned, but it’s important to verify. When you delegate your authority, you’re showing your trust in brothers’ abilities. Leaders who understand trust allow brothers to perform at their peak. Conversely, those who micro manage relate an image of mistrust and that is detrimental to chapter success. Your high performers understand the importance of mutual trust and delegating tasks accordingly.

**ADVANCEMENT PREPARATION**

All leaders should appreciate the importance of preparing their brothers to advance within the chapter. Not all brothers want to become officers, but all brothers want some type of advancement. Advancement could be incentives rewarding achievement such as higher grades or a commitment to service. It is important that your brothers understand that you’re interested and can provide them with information on how to improve themselves in the chapter.

**APPRECIATION**

**The basic need to feel appreciation for work performed is important.** When a brother feels appreciated, they will work even harder for you. When a brother completes a task and does it well, tell them you appreciate it. You can never assume your brothers and fellow officers understand how you feel about what they are doing for your chapter. A simple thank you for a job well done goes a long way and it does not cost a penny.

