### Abstract

As a newly appointed shift supervisor l have to come up with creative strategies to deal with issues affecting a workplace which is characterized by low worker morale, workers with bad habits and conflict among workers. It is not going to be easy but through application of proven supervisory skills and some management theories l am quite hopeful that l will provide relevant solutions. There are four unique scenarios and l tried to apply consistent relevant solutions to these issues, guided by management theories. I plan to build a coordinated workforce which is built on trust and an open channel of communication for l believe this is the first step towards improving efficiency and productivity. Counselling would also be a major part of my supervisory skills for it helps workers with clarity and also brings the team together. In conclusion, being a supervisor is not an easy task but through coordinated effort and a dedicated team you can achieve the set goals.

The supervisor plays an important role in helping the company to achieve its objectives, and this is through proper coordination of the team and make sure every little piece is in place so as to achieve the set goals. With the supervisor being in between the workers and top level management, part of the supervisor’s responsibility is to make sure that top management is always well-informed about what is happening at production level. This helps to always make sure that the team’s goals at production level are aligned with overall company objectives. As a newly appointed shift supervisor at Bad Teddy Bear Manufacturing l am faced with a huge task ahead of me since there are so any unresolved issues and also management will be expecting to see results in a specified period of which increases the pressure on me. I plan to make this a coordinated effort and make sure that l take one step at time in dealing with the issues being faced by the production team (Ref-XY7Z8A). A smooth transition into a better and productive work environment will be the foundation of my strategy and how l plan to deal with the raised issues.

Firstly, team morale is a very important aspect of the production process and the team’s productivity is simply a reflection of the workers’ morale. In light of recent events where the previous shift supervisor had to be let go it is quite normal that the team would be left dejected and with no direction hence the low worker morale. The first port of call would be to try and improve the worker morale and this can be done through opening a channel of communication with the workers so that they can raise their concerns freely. I would try and address those issues by highlighting my plan going forward (Ref-AB1CD2). Presenting an image of a concerned democratic leader will be very important to let the workers know that we can built on trust and work effectively together. Also portraying an image of me being there to lead them and not to manage them will be very important, meaning everything we go through will be together as a team and there will not be any individualization. I think re-building the team spirit will be the first step towards improving worker-morale (Ref-EF3GH4). This will not be an overnight process but will be a continuous on-going process where progress will be evaluated on a quarterly basis.

Code of conduct is very important in an organization and should be followed by every member of the organization. Lateness to work and frequent absenteeism without any proper excuse are a cancer to an organization and the sooner they are dealt with the better. For the two employees who have a habit of being late and absent from work the first step would be to sit with them down and try to understand why this happening then point it out to them that it is unacceptable behavior which has consequences as it goes against the company’s code of conduct. I will monitor the two employees and if the behavior continues, l would issue out written warnings and if there is no change after that l would have no choice but to let them go. This whole scenario will show the team that everyone will be afforded a chance to do away with their bad habits which affect productivity at the same time painting a picture which shows that actions have consequences. Bad habits should not be allowed to blossom within a team otherwise they will corrupt the whole team and the costs will be greater in the long run (Ref-A1B2C3).

Moving on, there is an issue of an experienced employee who has been with the company for fourteen years who believes he was passed on a promotion he rightfully deserved. Employees raising their genuine concerns will always be a good thing as it improves communication within the organization. Part of being a democratic leader is being a listening leader. As the supervisor, l would seat down with the employee and try to understand why he felt like he deserved to be promoted. After listening to him l would point out to him why the co-leaders were promoted to those positions and try and highlight the qualities that they possess that he does not have. One of the major issue would be the generational difference which makes him lack in technological skills thus falling a little bit short when compared to the younger generation. However, I will point out to him that l believe in rewarding hard work and if he shows signs of improvement and consistence in the areas he is lacking he will definitely be considered for the next available promotion. The most important thing will be to point out that the team will always come first and the best candidate will always be selected without favoritism. Counselling will also be an important part of my supervisory strategy as it will help workers with clarity (Ref-H7G9J2). I will always emphasize that l will be a listening supervisor but what l will not tolerate is the spirit of entitlement and threatening to quit if things do not go your way. This would just be a negative attitude and would not help the team in any way.

A company should always try by all means to retain its best staff for they contribute a lot towards achievement of company objectives. However no worker should ever receive any preferential treatment irrespective of how valuable to the company they are. Preferential treatment paints a bad picture on the other workers and drives the morale at the workplace even lower. In the case of the hardworking single mother who has childcare issues and transport issues from time to time will be a delicate situation which has to be approached carefully. The best way to approach the situation would be to sit down with the entire staff and try to find out many have transport problems, and if it is a significant number the company might have to intervene and provide shuttle services to the workers so that they will arrive to work on time and production will not be affected. On the issue childcare that would be a more personal issue and in this instance l would advise the single mother to take a couple of days off and try and find a permanent solution before returning to work. Workers leaving early for personal reasons will set a bad precedence which might be difficult to contain in the future (Ref-J7X2N9). The SWOT analysis would also be helpful in making decisions when faced with delicate situations, where you have to weigh the costs against the benefits and the benefits should always outweigh the costs.

In conclusion, as the newly appointed shift supervisor l would have a huge task ahead of me but application of the Theory X and Y would help me to stay ahead of worker motivation and also how to handle supervision, rewards and penalties so as to keep a focused team. As highlighted above each and every scenario is unique in its own way but the most important thing about supervising a team is to be consistent in the application of policies and not show any signs of favoritism. The whole process will not be an easy one but l will try set the department’s goals based on the SMART criteria, where every goal we set should be specific, measurable, attainable, realistic and time based.