



# OREGON ENVIRONMENTAL LABORATORY ASSOCIATION

## HOW TO SUPERVISE & MANAGE FRIENDS



Presented by:  
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# WHAT WE WILL BE DISCUSSING




- Realize that having friends at work is still a good thing.
- How to maintain consistency – avoid bias.
- Treat your friends as you would everyone else on your team.
- Define their role and your expectations clearly.

# THE IMPORTANCE OF HAVING FRIENDS AT WORK



# CLEARLY DEFINE ROLES AND EXPECTATIONS

Maybe you used to laugh when your friend sneaked in late on Mondays or slipped out early on Fridays. You can't turn a blind eye to that anymore.



These expectations must be specific, enforceable and all-inclusive.



You can't cut your friends slack now that you have the corner office.



That's a sure way to kill morale – and it won't do production any favors, either.



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## CONSISTENCY

If you're seen as evenhanded in your interactions with staff, any advancement or support you give friends which, of course, they deserve - won't be viewed with suspicion or jealousy.

If you're known as fair, no one will want you to hold back a deserving co-worker just because you two have been close.

# BALANCE

- Being a good manager means letting employees know when they're on the wrong track, but you should also acknowledge excellence when it appears.
- The transition from underling to overling isn't easy.
- Pressure comes from all sides. While you're negotiating new behaviors with your friends, your superior is watching you.



# ESTABLISHING NEW BOUNDARIES

- Perhaps the toughest part of earning a promotion is the change in relationships.
- If all of you act like friends at work, your buds might not respect your authority – and you might not demand excellence.
- As a manager, being chummy with a few folks might get you accused of playing favorites, even if you don't.
- To many, perception is reality.

# ESTABLISHING NEW BOUNDARIES

- No more individual lunches or exclusive get-togethers.
- It's fine to go to happy hour if it's a whole-group experience, but don't hang around.
- Don't let your interactions get too personal.
- While you're thinking about social interactions, consider social media. Professional sites like LinkedIn are fine but disconnect from your staff on Facebook and other relaxed, self-expressive – and occasionally wild – forums.
- Let's talk about why this is a good practice...

# BUILDING TRUSTING RELATIONSHIPS



- Strong relationships are the backbone of successful teams. By communicating openly with all employees, you build trusting relationships with all staff.
- Listen to their concerns and do your best to find solutions.
- Regularly check in with employees to find out what's challenging them and how you can help.
- The value of these discussions' hinges on open and honest communication. Employees need to feel safe confiding in leadership. They won't do so if they fear that voicing their concerns will negatively impact their careers.

# YOU HAVE WORKED HARD TO BE A SUPERVISOR/MANAGER

- Another reason to maintain that manager-employee relationship: Your managers are watching you. Don't give them a reason to worry about confidentiality by seeming too close to subordinates.
- You probably wanted the promotion, in part so that you could instigate some changes.
- That's fine, but don't overwhelm everyone with your new ideas. Too much too soon leads to confusion, resentment, anger or all of the above.



# YOU HAVE WORKED HARD TO BE A MANAGER

- Start with moderate but significant adjustments.
- Give your staff some time to see that your policies are appropriate and beneficial.
- This establishes trust and paves the way for the sweeping overhaul you have in mind.
- Since you've been reliable so far, your staff will support you.



# MAINTAINING A POSITIVE TEAM

## **Little things aren't little**

A smile.

Asking how things are going, and then listening.

Remember being consistent is key.

Gaining insight and feedback to create a positive work environment.

Creating a plan to support positive culture.



# MAINTAINING A POSITIVE TEAM

## One on one meetings with staff

Allows you to ask what's going well – give your employees a platform to share their success!

What support do they need from you?

What resources can you provide for their success?

A chance to focus on the employees needs.





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## IDEA SHARING – OPEN DISCUSSION

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Share ideas you have implemented that make a positive difference as a new supervisor or manager

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Maintaining a collaborative team

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Employee engagement – building trusting relationships

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Training opportunities – avenues for success

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Being open and flexible – new ideas

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