

# Supervising

Your role in supervising volunteers is to create a helping relationship. Your positional authority may be strong, but you'll need more than an authoritarian approach. Supervision is the art or science of working with an individual or group over whom authority is exercised in a way that helps each person achieve maximum effectiveness in accomplishing results.

Van Dersul's **Principles of Supervision** have strong implications for you as you supervise volunteers.

1. People must always understand clearly what is expected of them.
2. People must have guidelines in doing their work.
3. Good work should always be recognized.
4. Poor work deserves constructive criticism. How might they improve?
5. People should have an opportunity to show they can accept greater responsibility.
6. People should be encouraged to improve themselves.
7. People should work in a safe and healthful environment.
8. People should learn to deal with conflict. It's most common.
9. People should have consistent supervision.

## Check Your Supervisory Skills

Use this checklist as a guide for back-patting or further work.

As a supervisor of volunteers, I . . .

- \_\_\_\_\_ know and communicate the mission of our organization.
- \_\_\_\_\_ know and understand my team of volunteers.
- \_\_\_\_\_ am sensitive to cultural styles and differences.
- \_\_\_\_\_ counsel as needed.
- \_\_\_\_\_ help each volunteer achieve results.
- \_\_\_\_\_ help each volunteer in professional improvement.
- \_\_\_\_\_ guide the program determination process.
- \_\_\_\_\_ reward successes and good effort.
- \_\_\_\_\_ conduct performance appraisal.
- \_\_\_\_\_ communicate openly, fostering two-way communication.
- \_\_\_\_\_ help staff achieve personal goals.
- \_\_\_\_\_ keep my own supervisor informed and involved.

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*Volunteerism for the Next Generation*

