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Institute

# The Five Key Traits That Make A Great Supervisor

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## **VALUE WHAT APPRENTICES SAY.**

One of the top success factors in the apprentice/supervisor relationship is when a supervisor values an apprentice's input. When an apprentice comes to you with an idea, it's important to sit down, actively listen, and explore the idea even when it seems unrealistic at first. If you miss the opportunity to process their input you will not only short-change yourself, you will diminish the relationship.



## **SOLICIT DIVERSE OPINIONS.**

Not all apprentices will volunteer their opinions, especially early in the apprenticeship. Actively solicit their opinions and feedback, and draw out all perspectives. This will help ensure that your apprentice feels heard and valued, keeping them engaged and encouraging them to grow.



## **OFFER CONSTRUCTIVE FEEDBACK.**

Research shows that it is crucial for supervisors to offer constructive feedback. While listening is important supervisors must also play an active part in staff development by offering perspectives on their ideas. This takes extra time and effort, but it is well worth it to ensure that apprentice is prepared to take on new responsibilities and roles.



## **BE HONEST.**

Apprentices cite honesty as a key component of a successful relationship. Employees crave transparency and candour. Trust that your apprentice is capable of handling the truth, whether it's in reference to their performance or the company's overall trajectory. When reality is presented in a non-threatening manner, people can rise to the occasion while gaining the opportunity to play a more meaningful role in their individual and collective success.



## **KEEP EVERYONE INFORMED.**

Once a decision is reached, leaders often fail to communicate the decision effectively to those who are affected by it. Keep your apprentice informed (where appropriate) so they clearly see the impact they have on the organisation and your decision-making process. Few things can be more frustrating than being left in the dark. Building relationships that foster engaged employees and improved decision-making on both sides is invaluable.