



Navigating Working Relationships with Site Supervisors



Dial: 877-853-5257
Webinar ID: 953 0278 6234



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Today's Speakers

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Outcomes

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By the end of this webinar, you will be able to:

- Describe the challenges of working with site supervisors
- Review a process for working effectively with site supervisors
- Identify ways to create a customized approach to working with each site supervisor



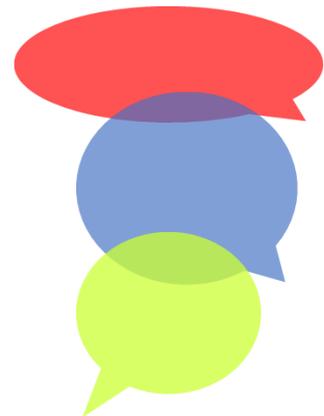
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What are some of the challenges and complexities that you have encountered working with site supervisors?



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Common Challenges

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- Expectations clash
- Lack of understanding about the VISTA program
- Misinterpretation of the VISTA leader role
- Workplace culture clash
- Work style differences
- Varied personality styles



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4-Step Process

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A 4-step process to working effectively with site supervisors and site partners

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4-Step Process

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- 1 Identify the sponsor's expectations
- 2 Verify the sponsor's expectations
- 3 Solicit sites' expectations
- 4 Develop and communicate working agreements

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Step 1

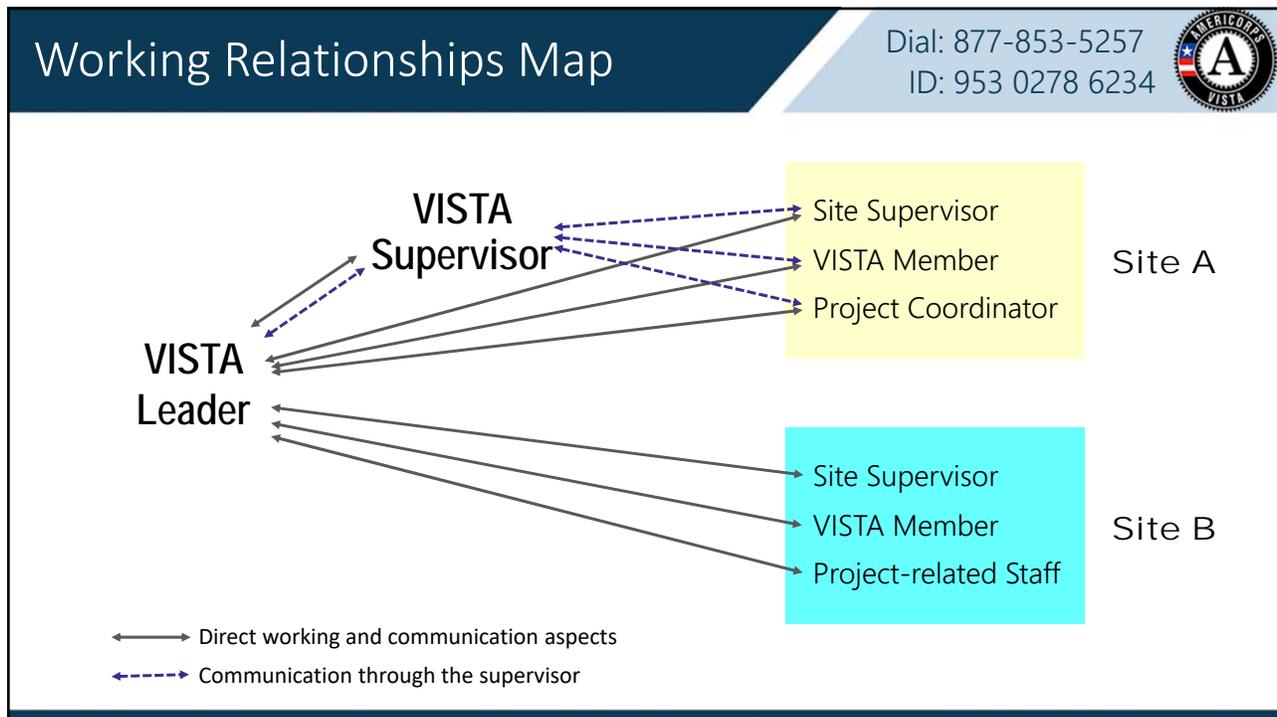
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- 1 Identify the sponsor's expectations

...of you, as a VISTA leader

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Step 2

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Verify the sponsor's expectations

...of you, as a VISTA leader

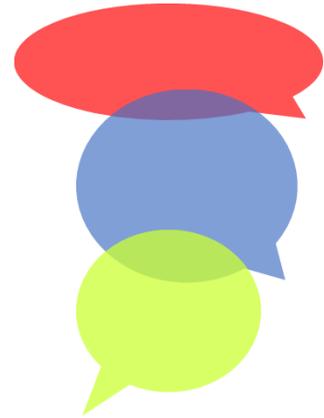
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What are some questions you can use when verifying sponsor expectations?



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Step 3

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Solicit sites' expectations

...of you, as a VISTA leader

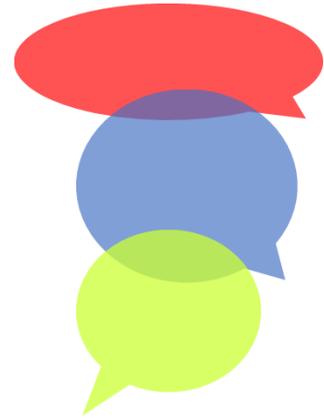
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What are some ways to solicit site supervisors' expectations of you as a VISTA leader?



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Step 4

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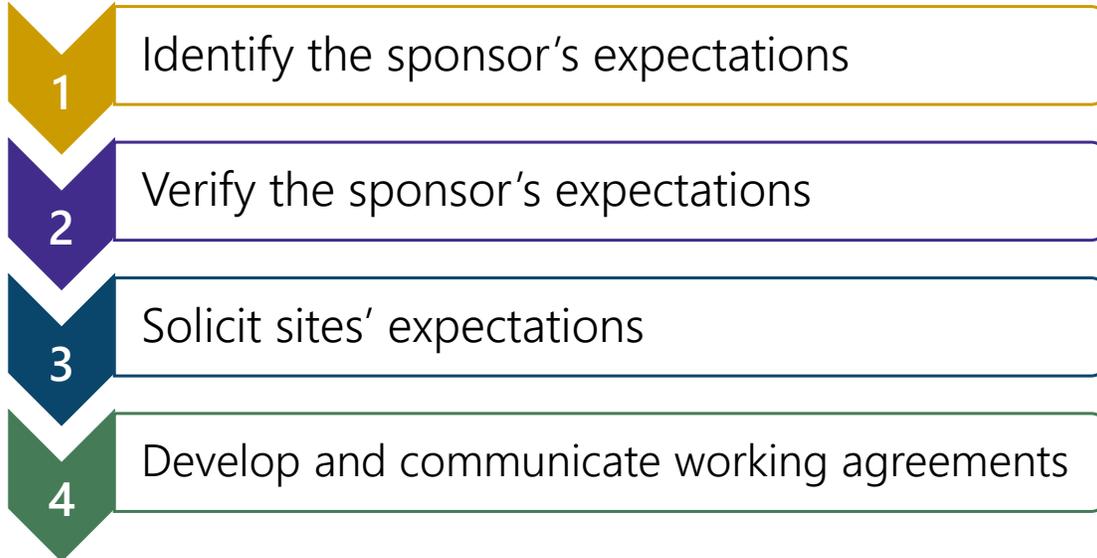


Develop and communicate working agreements

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4-Step Process

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“When all you have is a hammer,
everything looks like a nail.”

~Abraham Maslow

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Creating a Customized Approach

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Using a customized approach to working with site supervisors and site partners

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4 Types of Clashes

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Differences in:

- Expectations
- Workplace culture
- Work style
- Communication style

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Key Ingredients

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To create a customized approach for each site supervisor

- Understand the workplace culture of each site
- Understand the work style of each site supervisor
- Understand the communication style of each site supervisor



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Learn the Workplace Culture

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“Underlying values, beliefs, and principles that serve as a foundation for the organization’s management system, as well as the set of management practices and behaviors that both exemplify and reinforce those principles.”



~ Denison, D.R. 1990. *Corporate culture and organizational effectiveness*.
New York, NY: John Wiley & Sons, Inc.

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Dimensions of Work Culture

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Concept of Power

High Power
Distance

Low Power
Distance



- Hierarchical
- Manager makes decisions

- Autonomy
- Employees make decisions

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Dimensions of Work Culture

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Concept of Power

Attitude toward Uncertainty

High Uncertainty
Avoidance

Low Uncertainty
Avoidance



- Control risk-taking
- Highly regulated
- Require employee adherence

- Encourage risk-taking
- Embrace the unknown
- Curiosity and creativity

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Dimensions of Work Culture

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Concept of Power

Attitude toward Uncertainty

Task versus Relationship

Task Orientation

Relationship Orientation



- Focus on tasks and results

- Focus on trust and relationships

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Dimensions of Work Culture

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Concept of Power

Attitude toward Uncertainty

Task versus Relationship

Practices

Procedures

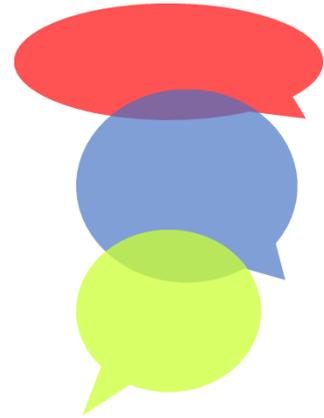
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What are some ways to understand the workplace culture of each site?



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Understanding Work Styles

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A way of engagement that is based on an individual's preference, habit, and level of comfort.



- No "right" or "wrong" style
- We can adopt most styles
- Prefer to use one over the others
- Can change style at will

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4 Basic Work Styles

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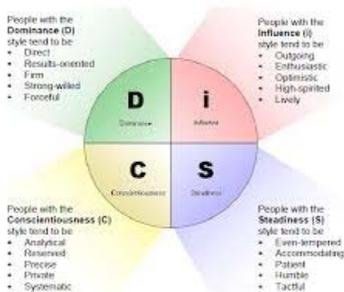
- Logical, analytical, linear, and data-oriented
- Organized, sequential, planned, and detailed-oriented
- Supportive, expressive, and emotionally-oriented
- Big-picture, integrative, and ideation-oriented

~ Adapted from How to Recognize and Manage Different Work Styles article – Fast Company

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Work Styles Assessments

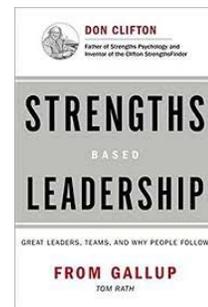
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Myers-Briggs Type Indicator (MBTI) and Learning Styles

ENFJ Teacher	INFJ Counselor	INTJ Mastermind	ENTJ Field Marshal
ENFP Champion	INFP Healer	INTP Architect	ENTP Debater
ESFP Performer	ISFP Composer	ISTP Crafter	ESTP Pragmatist
ESFJ Provider	ISFJ Protector	ISTJ Inspector	ESTJ Supervisor

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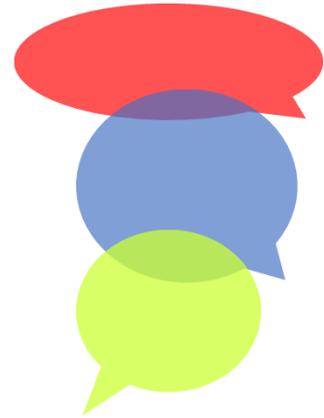
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What are some ways to understand the work style of each site supervisor?



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Communication Styles

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THE 4 COMMUNICATION STYLES



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Degree of Directness

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Direct Communication Indirect Communication



- Say what you mean
- Meaning carried by words
- Truth is paramount

- Read between the lines
- Words are only part of the message
- Feelings are paramount



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Summary

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Common Challenges



4-Step Process



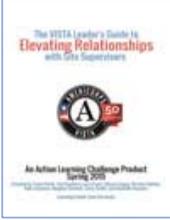
Customized Approach

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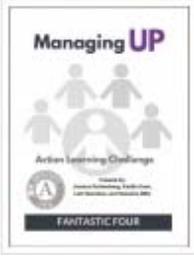
Resources

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The VISTA Leader's Guide to Elevating Relationships with Site Supervisors



Managing Up

...and other Action Learning products created by VISTA leaders

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Share What Works

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Use the Leader Open Space forum to share your ideas for promoting effective relationships with site supervisors.

Any volunteers?

Home > Forums > Leader Open Space > effective relationships with site supervisors

Effective relationships with site supervisors

Submitted by *Andy K* on Sep 25, 2020 04:27pm - EDT



Leader Open Space

Next month, VISTA will offer a webinar especially for VISTA leaders supporting VISTAs at multiple sites.

Navigating Working Relationships with Site Supervisors

Thursday, October 8, 2020
2:00 - 3:00 p.m. ET

[Register here](#)

In preparation for the webinar, I am opening this discussion thread to encourage leaders at intermediary and multi-site projects to share ideas on how to establish effective relationships with site supervisors.

Are there things you do to build your relationship with the supervisors at each site? Are there tools you use to promote effective communications? Have you discovered any tips or practices that work? Share them here!

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Add new comment

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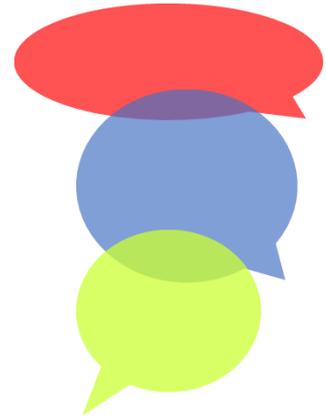
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Your Questions

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What questions do you have?



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Upcoming Webinar

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**Five Ways VISTA Leaders Support
Members and Projects**

Thursday, November 12, 2020

2:00 – 3:00 p.m. ET

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Thank you!

