

Communicating With Your Supervisor About Job Performance

Reporting The Results

Your supervisor needs to be kept informed about your work. Sometimes the supervisor will be close enough to observe your work at all times, but this is not always the case. It would then be your responsibility to keep the supervisor informed about your work status. Advise your supervisor in the following situations.

- ◆ **When you complete a task.** The supervisor needs to know if the job has been completed. If you don't report back, the supervisor will have to find you to ask if the job is complete. A busy supervisor doesn't have time to track down all employees to see if they have completed their assigned tasks.
- ◆ **When you aren't sure how to proceed.** Situations may arise in which you won't know how to complete a task. Whenever you don't know what to do, ask your supervisor. Remember the answer so you'll know how to handle a similar situation in the future.
- ◆ **When you have a problem.** Problems can always develop when you are trying to complete a task. The less experience you have, the more difficult it will be to solve the problem. Equipment may not work properly. Customers may have questions you can't answer. Someone else may not have done a job right and it keeps you from finishing your assignment. When you aren't sure how to solve the problem, contact your supervisor immediately. This will keep the problem from getting worse.

Some tasks may take you several hours, days, or weeks to finish. Keep your supervisor informed about on-going assignments. This shows you are assuming responsibility and your supervisor will come to trust you. It is important for supervisors to know they can rely on you to complete an assignment and keep them informed.

Communicating About Job Performance

Your supervisor should communicate with you about your job performance. This communication may be in the form of daily feedback or may occur less frequently. Here are some simple guidelines to help you communicate effectively with your supervisor about job performance.

- ◆ **Don't respond to feedback with anger.** Feedback from your supervisor is important. Your supervisor should tell you about the things you have done right as well as the things you have done wrong. No one enjoys criticism, but it is sometimes

Module 9 v Activity 23 v COOPERATION

necessary. If you get angry because your supervisor gives you negative feedback, get control of yourself before responding. Your supervisor should realize that there is no need for yelling and should then explain the situation in a rational manner.

- ◆ **Know what it is you have done wrong.** Your supervisor may be so upset with something you've done that you aren't sure what the problem is. Apologize if you made a mistake and ask for an explanation about exactly what you did wrong and the correct thing to do in the future.
- ◆ **Thank your supervisor for compliments.** You must learn to accept praise as well as criticism. Acknowledge compliments with a simple "thank you." You might say that you want to do the best job possible and appreciate knowing when you are doing it right.
- ◆ **Ask for feedback.** Some supervisors may or may not be good about giving feedback. If you aren't sure what your supervisor expects of you, make sure that he/she knows that you want to succeed on the job and that you need to know what they think.