

Effective Communication and Delegation for Supervisors

Effective Communication

- Be clear and precise – avoid vague instructions.
- Practice active listening – understand concerns before responding.
- Adapt your style – some people prefer written detail, others prefer verbal discussion.
- Remember non-verbal cues – tone, body language, and eye contact matter.
- Give feedback and recognition – specific praise motivates and reinforces good performance.

Effective Delegation

- Delegation is about trust and development, not dumping tasks.
- Match tasks to skills – assign work based on strengths and growth opportunities.
- Provide clear instructions – set deadlines, expectations, and boundaries.
- Empower, don't micromanage – allow ownership while checking progress at key points.
- Recognise outcomes – acknowledge efforts and successes to encourage future initiative.

Key Point

When supervisors communicate clearly and delegate wisely, teams become more efficient, motivated, and capable. These skills build trust, accountability, and prepare the next generation of leaders.