Corporate supervisors are responsible for directing, coordinating, and managing a group of individuals in an office setting. They set priorities according to established goals, clearly define work expectations, and encourage collaboration and teamwork to complete necessary tasks. They work in a corporate environment and supervise a group of professional employees.

Example positions

Office Supervisor, Assistant Manager, Team Leader, Workflow Supervisor, Office Manager, Accounting Manager, Administrative Manager, Customer Service Manager

COMPETENCIES

Directing – Corporate Supervisors manage the contributions and performance of individuals and teams to ensure company objectives are achieved and standards are met. This involves communicating with others to make clear what is expected of them and conveying expectations about timeliness and quality.

Planning and priority setting – They identify the priorities, processes, and practical actions that are necessary to achieve an objective or an idea. This requires developing detailed action or project plans including objectives, accountabilities, time frames, standards, review stages, and contingencies.

Team building – They enable and encourage group members to work together to complete tasks and accomplish goals that individual members could not accomplish alone.

Communicating – They provide the information required by others in a concise, direct, and unambiguous way. They strive to ensure that the receiver clearly understands the specifics of their message and they are able to listen to, receive, and understand messages conveyed by others.

Coaching and developing others – Corporate Supervisors provide quality time and planned commitment to direct reports as well as processes and opportunities for them to understand their strengths and limitations in relation to a range of high-quality and relevant competencies.

Organizational savvy – They gather and accurately assess information related to the organization's formal and informal communication channels and power relationships.

Composure and resiliency – They are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

Conflict management – They address problems openly and objectively and bring substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.

Representative behaviors

- Conveys expectations about quality and timeliness in a direct manner

- Thinks through what is needed to meet goals in terms of people and time frames

- Encourages all members to participate with the team

- Readily shares information with the appropriate people in a timely manner

- Gives constructive criticism in a way that motivates the individual or team to improve

- Identifies key decision makers and influencers

- Stays composed in challenging interpersonal situations

- Handles unexpected questions and attitudes with calmness and flexibility

JOB MODEL

Leading	Active Communication	Interpersonal Dynamics	Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberate Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity