



# Welcome to Supervisor Orientation

## 1. Please rename yourself on Zoom

- Name
- Agency
- Pronouns



## 2. Answer our check-in question in the chat:

**“If you had a time machine, where would you go?”**





**Jay Winston, M.S.  
(She/her/hers)**



Badger Alumna



World Traveler



Thalassophile



Dog Mom



Foodie

**Group  
Agreements**

*Be Present*

*Take Space*

*Make Space*

*Take Notes*

*Be Curious*

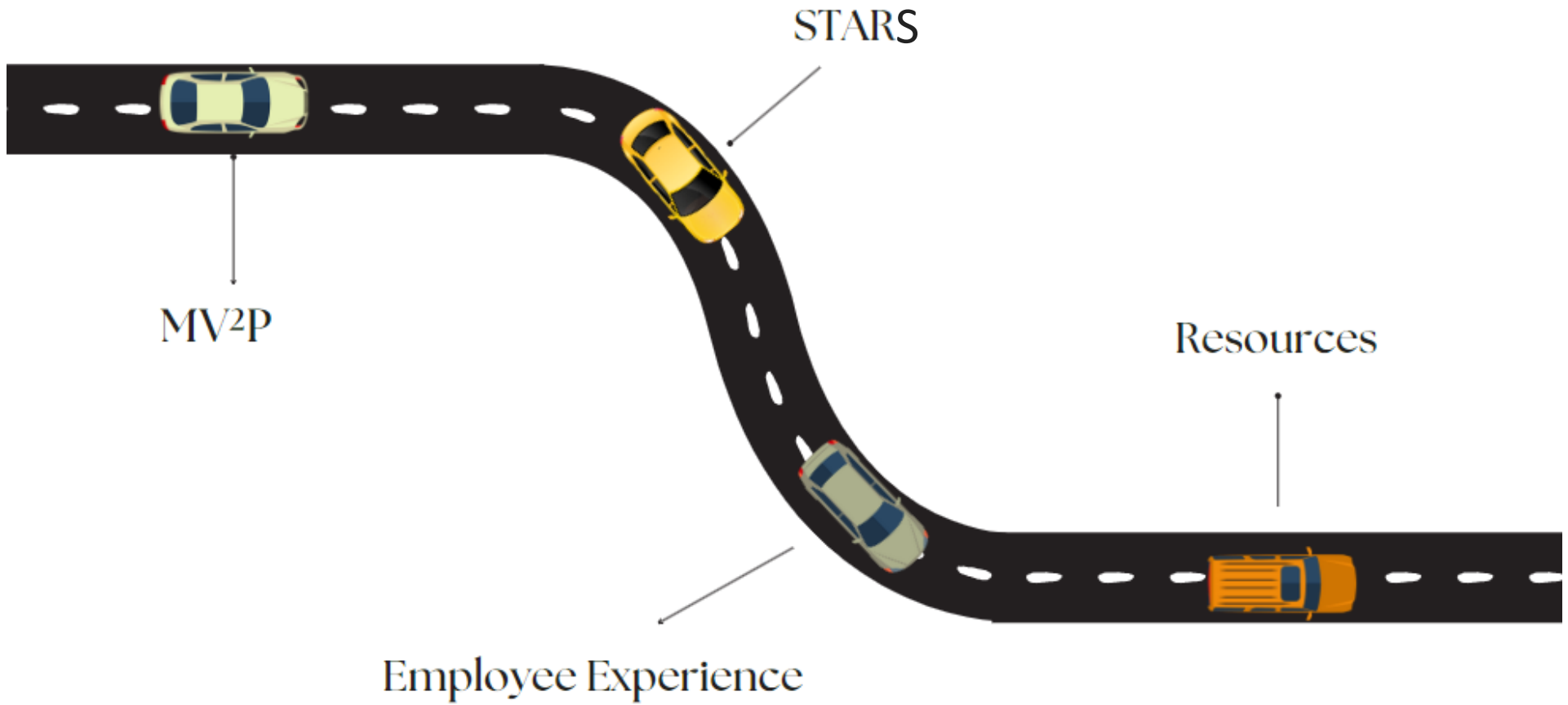
*Ask Questions*

Additions?





# Supervisor Orientation



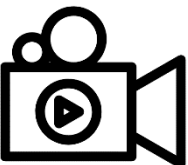
MV<sup>2</sup>P

STARS

Resources

Employee Experience

# Welcome Video from the Mayor





## Our Mission



# OUR MADISON

## INCLUSIVE, INNOVATIVE & THRIVING

**OUR MISSION** is to provide the highest quality service for the common good of our residents and visitors.



# Our Service Promise



## OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.



CITY OF  
MADISON





# Our Values



## Equity

We are committed to fairness, justice, and equal outcomes for all.



## Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



## Well-Being

We are committed to creating a community where all can thrive and feel safe.



## Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



## Stewardship

We will care for our natural, economic, fiscal, and social resources.



# Breakout Activity



# CITY OF MADISON

## From Values to Action Learner Activity

How can we imagine the City of Madison's Values guiding our daily work? What might these values look, sound, and/or feel like for you in your new role? If you need guidance, read through the list of questions beneath each value below – consider your position description and what efforts you might be working on in your new role.

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## From Values → Action

**Equity:** We are committed to fairness, justice, and equal outcomes for all.

*Notes and date to be discussed:*



**Civic Engagement:** We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.

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**Well-Being:** We are committed to creating a community where all can thrive and feel safe.

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**Shared Prosperity:** We are dedicated to creating a community where all are able to achieve economic success and social mobility.

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**Stewardship:** We will care about our natural, economic, fiscal, and social resources.

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# Value-Based Leadership

# The City's Leadership Framework

1. Self-Reflection
2. Balance and Perspective
3. True Self-Confidence
4. Genuine Humility

# Self-Reflection

The ability to step back, filter out the noise/distractions and think deeply!

This leads to “explicit decisions”.



# Balance and Perspective

The ability to see issues/problems/questions from all angles, including different viewpoints, that are opposed to your own.



# True Self-Confidence

The ability to appreciate your skills, attributes and qualities while also acknowledging continued development and growth.





# Genuine Humility

- a) Never forget who you are
- b) Appreciate the values of each person
- c) Treat everyone respectfully





# STAR- Situational Analysis

# What's the Situation?

**S**

Start-Up

**T**

Turnaround

**A**

Accelerating Growth

**R**

Realignment

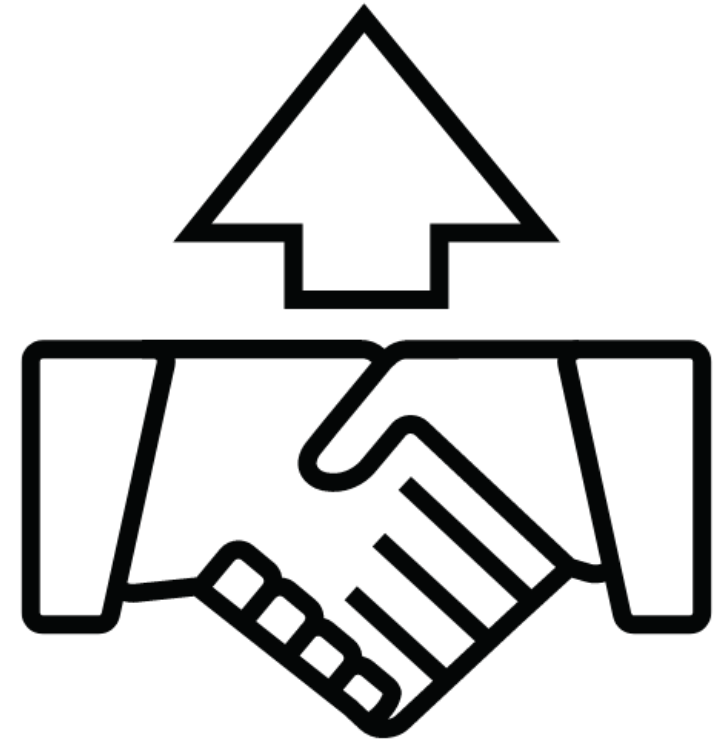
**S**

Sustaining Success



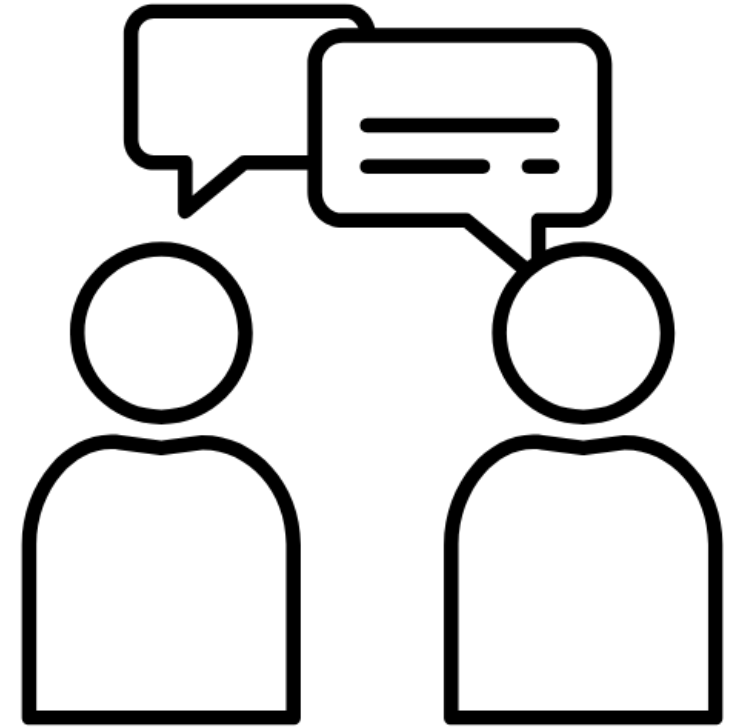
# Employee Experience

1. Get to know your team
2. Be accessible
3. Lead by example
4. Recognize and appreciate
5. Transparent communication



# Relationship Building

1. Written
2. Verbal
3. Decision-Making
4. Team Dynamics
5. Schedules
6. Group Agreements



# Communication Practices

1. Clarity
2. Alignment
3. Engagement
4. Trust
5. Satisfaction
6. Retention



# Expectations



## Expectations & Goals – Check-In

### INSTRUCTIONS:

Please complete both sides and give it to your supervisor one week before your meeting. You and your supervisor will discuss what you wrote during the check-in.

Date \_\_\_\_\_ Your Name \_\_\_\_\_ Title \_\_\_\_\_

### EXPECTATIONS

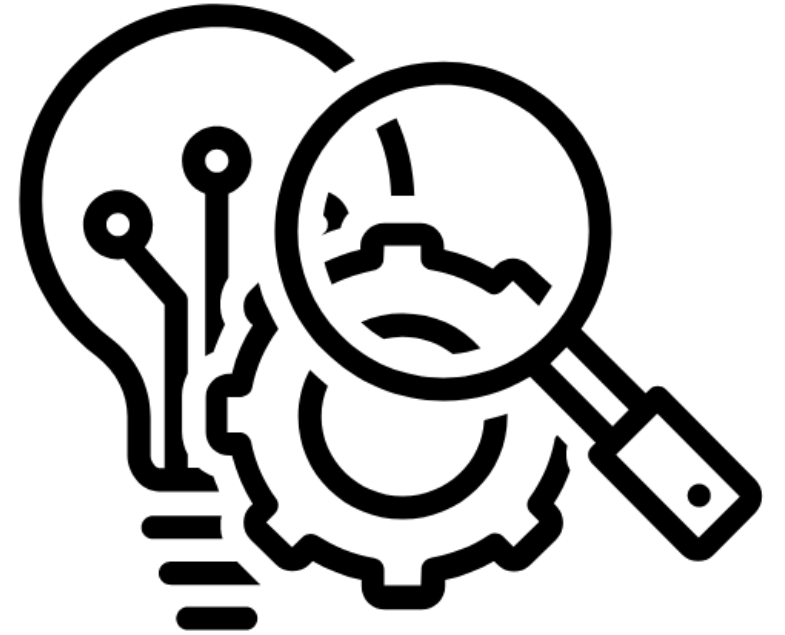
As City employees, we are committed to serving the community and each other. Think about how you serve others and write how you are doing in each area. You are required to fill out the comments boxes, but not required to provide a rating if neither options fit. Click on the blue links to learn more about each area.

Core Expectations	Employee		Supervisor	
	Rating	Comments	Rating	Comments
<a href="#">Service</a> I serve coworkers and members of the public in a kind and friendly manner.	<input type="radio"/> Needs Improvement <input type="radio"/> Meets Expectations		<input type="radio"/> Needs Improvement <input type="radio"/> Meets Expectations	
<a href="#">Communication</a> I listen carefully and communicate clearly.	<input type="radio"/> Needs Improvement <input type="radio"/> Meets Expectations		<input type="radio"/> Needs Improvement <input type="radio"/> Meets Expectations	
<a href="#">Teamwork</a>				

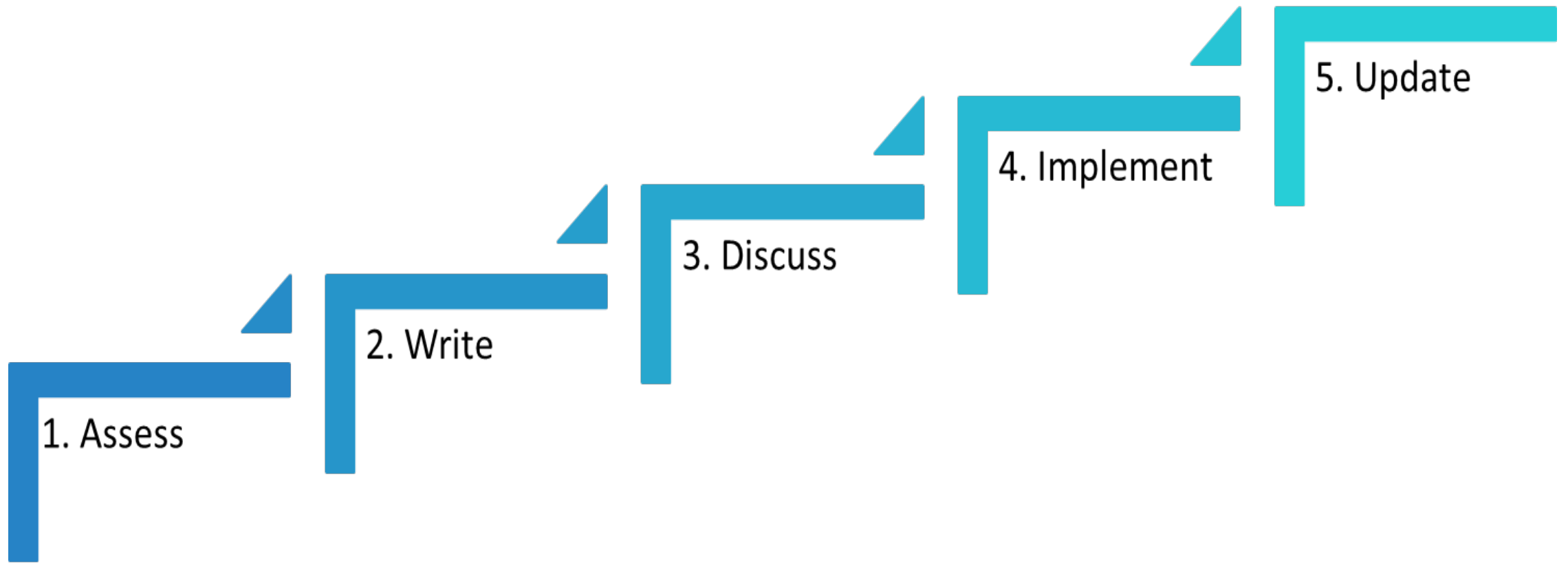
# Employee Performance



1. Prioritize your development
2. Support your team's development
3. On-the-job learning
4. Continuous improvement



# Learning & Development



# Individual Development Plan



# Resources & Support



Wrap Up

## Recap

1. Lead with your values
2. Prioritize relationships
3. Clearly communicate expectations
4. Own your development

**We Want Your  
Feedback!**



# Recommended Courses



**Giving & Receiving Feedback – Part 1**  
September 27 | 9:00 – 11:00 AM

**Giving & Receiving Feedback – Part 2**  
October 25 | 9:00 – 11:00 AM



**Supervisors Building a  
Gender-Inclusive Workplace**

October 5 | 1:00 – 2:30 PM



**Understanding the Employee  
Check-In Process**

Fall Session Coming Soon