

MMSC - SUPERVISION & MOTIVATION

**STATE LIFE INSURANCE CORPORATION
ON 23-11-2023
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AGENDA



SUPERVISION & MOTIVATION – MODULE OBJECTIVES



- **Improving performance.**
- **Discuss management makes the difference**
- **Guidelines for effective supervision**
- **Discuss the characteristics**
- **Discuss Motivation**
- **Motivational factors**
- **Leadership**
- **How to Provide Recognition.**

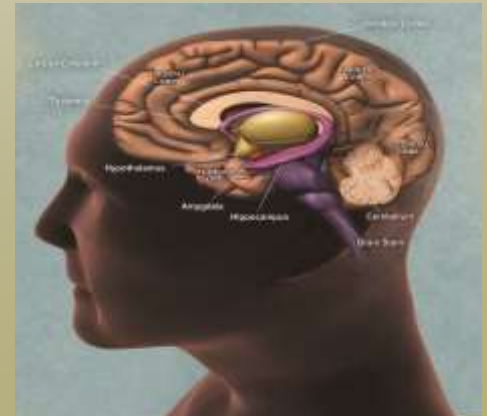
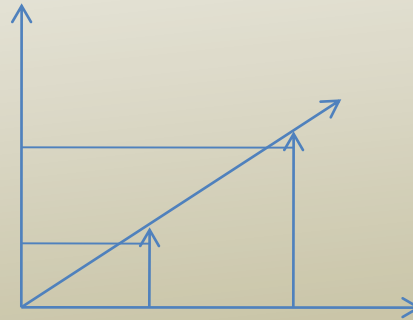
SUPERVISION

Mother in law /Daughter in law story



??????????

Which English letter gives 100 Numbers

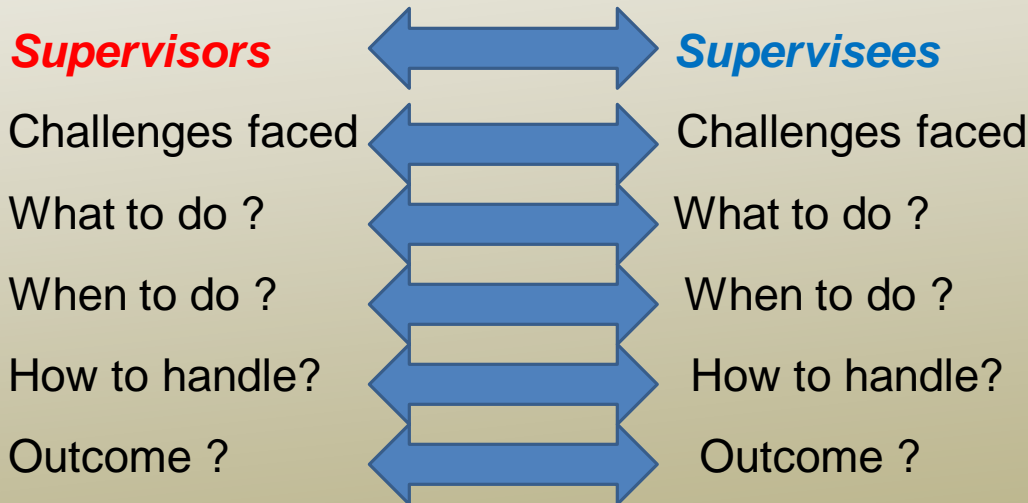


WHAT TO MONITOR



Tail lights of truck – Targets or something else?

GROUP ACTIVITY



a) Give a successful plan, highlight characteristics of plan , guidelines for effective supervision, available tools and advantages of supervision.

SALES TIP - WIIFM



SUPERVISION



Supervision is derived from Two Latin words
“**Super + Video**”

Super mean **above** / over and video means **see**.

Supervision means you are overseeing or observing the subordinates to ensure they are working in line with the organization policy and procedure

TYPES OR METHODS OF SUPERVISION



➤ **Direct**

Observing worker or subordinate while performing the job , their strengths and weaknesses and if require take corrective measures as well as Counseling.

➤ **Indirect** (overseeing through report and record)

After completion of job oversee through reports and records whether the procedure followed or not or any mistakes found in it.

PRINCIPLES OF SUPERVISION



Major Ones

- Subordinates should clearly understand that **what is expected** from them.
- **Focus** on achieving the Goals of the organization.
- Supervision will be very **well planned**.
- Subordinate should get the **guidance**.
- Create a **peaceful** and suitable environment for productive work.
- Should be for the **CPD** and growth of the subordinate.
- Should be **participatory** and **democratic** (planning and decision making)in nature.
- **Recognition** for good performance.

FUNCTIONS OF SUPERVISION

- **Administrative/ Normative** – identify the workload of the subordinate and needs and problems of the subordinates and solving it.
- **Educational** – Orientation should be given to new staff , skilled training, on job training
- **Supportive** – good relationship/ guidance and counseling whenever required.
- **Evaluative** – evaluating the performance or the works of the subordinate
- **Communicative** – good communicator between management and staff. Convey clear message

FOOD PREPARATION

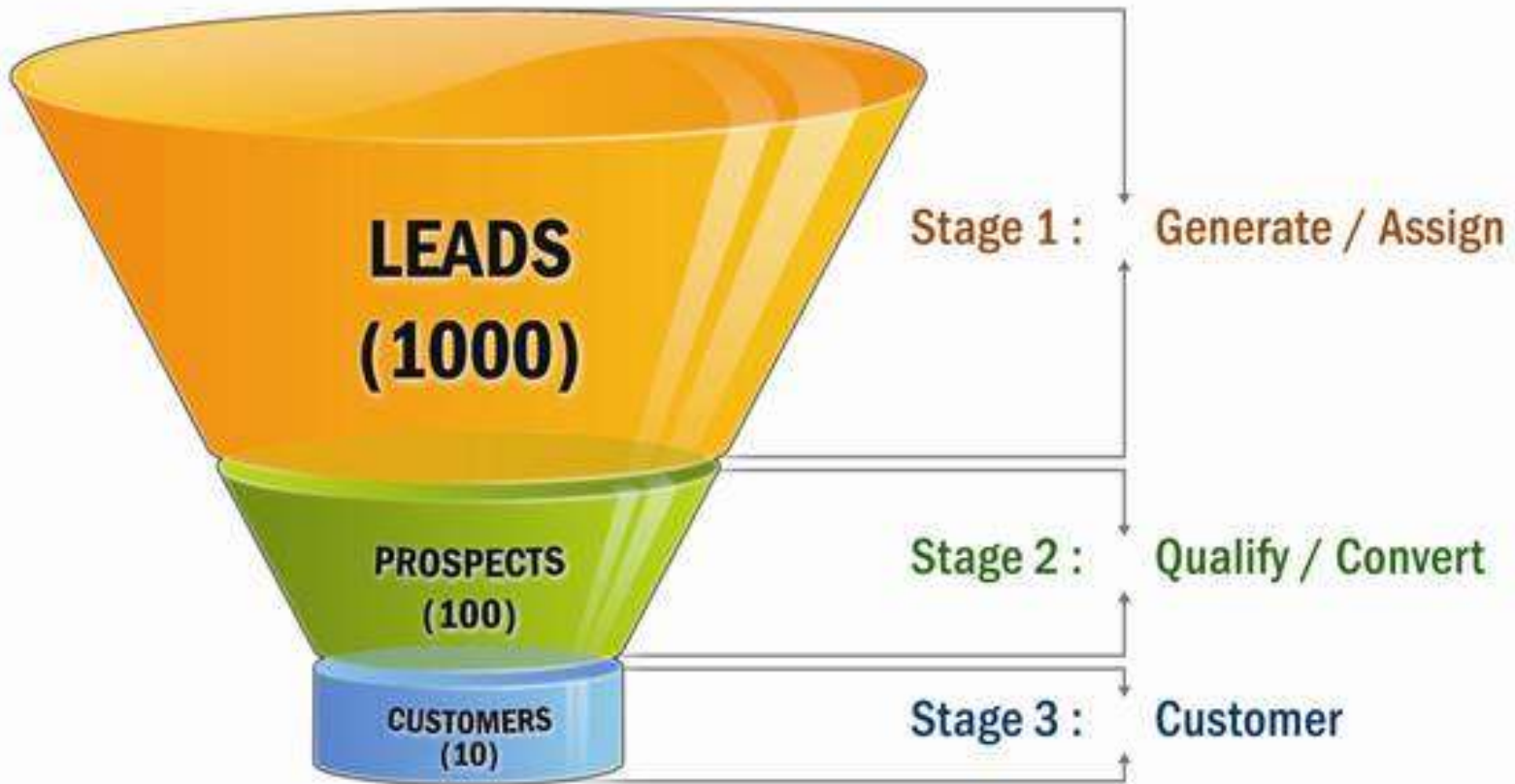
- If we put all items at once then it will spoil the food
- Timing is very important



EAGLE - MINDSET

- <https://youtu.be/-hVHeP-1hGc?si=vglz97AEQpdK1zwY>

MONITORING SALES FUNNEL



PERFORMANCE ANALYSIS



- How many attempts made.
- How many attempts turn into meetings.
- How many meeting turn into need analysis.
- How many need analysis meeting turn into proposals.
- How many proposals turn into policies.
- How many proposal turn into rejection.
- Reasons for rejection.

SUPERVISION TOOL KIT

- Checklists
- Records
- Through Field supervision
- Reports
- One to one meeting
- Alternate options





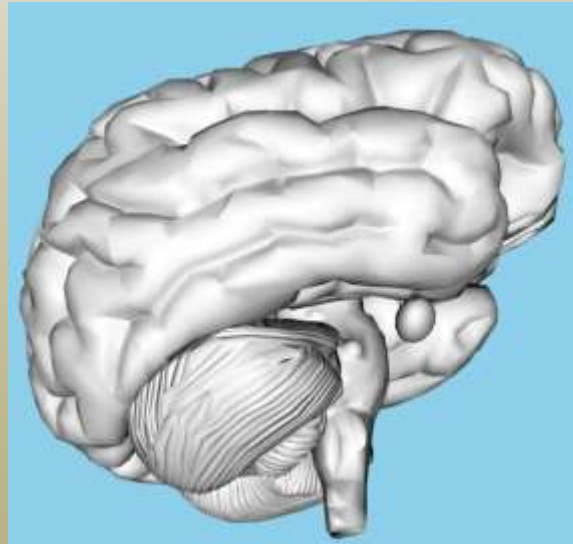
WHAT IS MOTIVATION ?

- ❖ Motivation refers to a process of inducing and stimulating an individual to act in certain manner.
- ❖ Motive derives from Latin word “**Movere**” that means to move

MOTIVATION

- https://www.youtube.com/watch?v=ZY0H_2y6UIs

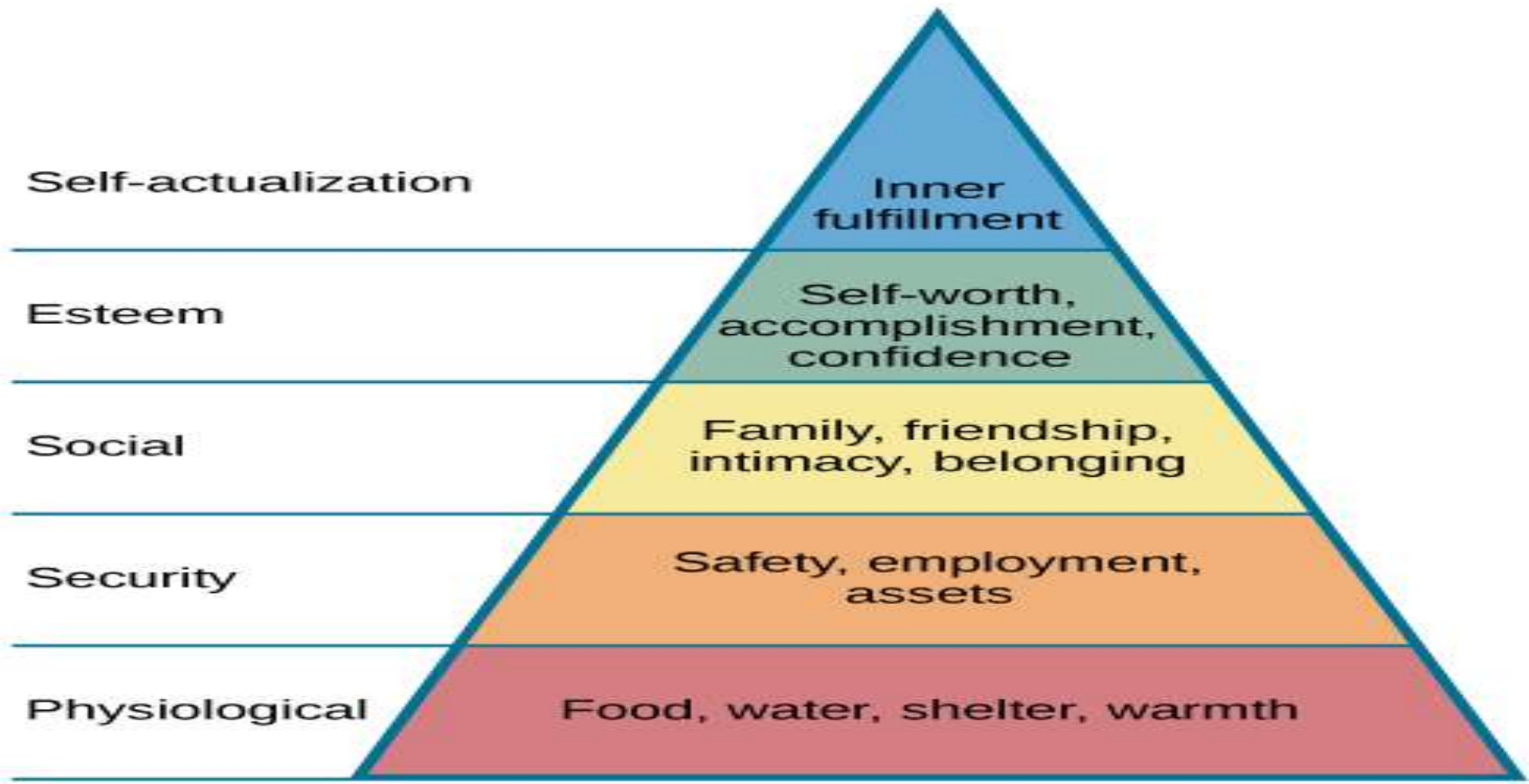
WISH ,NEEDS , WANTS



- Education
- Money
- Children marriage
- Death

MASLOW'S HIERARCHY OF NEEDS

Maslow's Hierarchy of Needs



WHICH ENGLISH LETTER GIVES 100 NUMBERS

• A B C D E F G H I J K L

1 2 3 4 5 6 7 8 9 10 11 12

M N O P Q R S T

13 14 15 16 17 18 19 20

U V W X Y Z

21 22 23 24 25 26

Attitude

$$1+20+20+9+20+21+4+5= 100$$

ATTITUDE MATTERS

- <https://youtube.com/shorts/z3ENR2YL8-k?si=4nAu1V8F2bk7lqr8>

TYPES OF MOTIVATION

- ❖ Intrinsic (internal)
- ❖ Extrinsic (External)



You are your biggest obstacle!



MOTIVATIONAL FACTORS

- the work itself,
- growth,
- recognition,
- advancement,
- achievement and
- responsibility

LEADERSHIP



LEADERSHIP

- <https://www.youtube.com/watch?v=UZTyvbmW92M>

BOSS VS LEADER



Motivation Goals Success
Support Teamwork Contribution



A hand holding a piece of white chalk points to a glowing yellow lightbulb on a chalkboard. The lightbulb is surrounded by the words 'Motivation', 'Goals', 'Success', 'Support', 'Teamwork', and 'Contribution' written in white chalk.

Leadership

WHO IS LEADER

A person who leads or Commands



LEADERSHIP EXCELLENCE



List of bad leadership behavior

Bad Leadership Behavior

- Petty tyranny
- Abusive Supervision
- Coercive power
- Social undermining
- Supervisory abuse
- Supervisory verbal abuse
- Unsupportive managerial behaviors
- Aversive leadership
- Destructive leadership
- Tyrannical leadership
- Despotic leadership

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"Thoughts on Organizational Management" - www.organizationalmanagement.blogspot.com

RECOGNITION

- Word of Appreciation
- Appreciation letter
- invitation for meeting
- news papers
- Senior executive visit





CELEBRATING SUCCESS



Thank You