Journal Entry: Week Three

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As I’ve mentioned previously, I am an investigations supervisor for Child Protective Services in Texas. The sheer nature of the job that I do pretty much defines how I can lead my team. Based on the article by Robert May, I would define my leadership style as a mixture of delegating and telling. When intakes come in, I review the information provided and then assign it out to a caseworker. The caseworker is the one who actually goes out into the field, interviews the kids, parents and other parties. Once they receive the information, the relay it to me and I make case related decisions, such as having the worker implement a safety plan, proceed with removal or services. I am responsible for ensuring my unit meets their deadlines – recognizing their achievements and also holding them accountable for their delinquent work. The unit ranges with a variety of people with different levels of experience and maturity, so the “telling” style is really useful with ensuring that best practices are being followed across the unit.

It’s interesting to me to be able to compare the different leadership styles. I worked at non-profits for two years and they combined the other two leadership styles, selling and participating. With the programs that the non-profits offered, there was a lot of room for creativity and communication between workers and managers to get tasks done and promote the brand in the community. These non-profits also allowed the managers to see where each employee’s strengths were and assign tasks based around that – there was a much greater focus on relationships than in any of my other jobs.

 I enjoyed that this week I was able to see how different job types or companies may influence how a leader is able to lead their team. There are times when I can use the selling or participating methods for specific situations (ie, selling when there is a new regional or statewide policy that must be followed but may make the job harder for my employees) however for the most part, the nature of what I do means that my leadership is much more delegative and directive driven.