

Executive Summary

Course Title: ***Supervisors Build: Community, Collaboration, Communication***

Outline of Training:

The course will cover the tenets of effective collaboration and techniques for handling challenging communications. The curriculum will emphasize practical, commonsense strategies and conceptual information that will be imparted through various experiential learning activities.

This course will build on supervisory skills specific to helping staff build greater competency in collaborative work efforts, conflict management and Fairness and Equity issues in practice.

During the training, participants will learn how to: establish performance indicators and develop action plans; implement behavioral follow up strategies that improve worker skills; and design supervisory protocols that facilitate improved competence around fairness and equity practice issues; work with their staff to improve their skills in establishing productive working relationships with families, community stake holders, colleagues, partner agencies and others involved in Team Decision Making to assist families to achieve better functioning and reunifications.

Target Audience:

Child Welfare Supervisors, staff who have responsibilities for working as leads on Team Decision Making assignments, and agents from partner organizations who work with Child Welfare staff in the team decision making process.

The training course curriculum contains material that is appropriate for both veteran and new supervisors.

Outcome Objectives for Participants:

Upon Completion of the training participants will:

*(1) Know how to establish and use the **3 Key Components of Effective Partner Collaboration: "Relationships"/"Clarity of Purpose"/"Follow up"** as demonstrated by:*

- a. Ability to assess the working "health" of relationships with team decision making partners; identify obstacles to effective working relationships; and employ strategies that remove those obstacles to facilitate productive outcomes for children and their families through the Team Decision Making process*
- b. Understand how to identify and assign roles and responsibilities in the collaboration process*
- c. Evaluating case plans for **SMART** principles and their appropriateness to achieve outcomes that eliminate safety issues and reduce risk factors for children and their families*
- d. Use follow up techniques that are objective, impactful, timely and appropriate to achieve case plan goals and maintain productive working relationships with all team decision making members*

(2) Utilize supervisory templates that improve worker abilities in collaboration and conflict management skills as demonstrated by:

- a. Using the **Situational Leadership Model** to assess worker skill levels, strengths and challenges*

- b. *Develop action plans for supervisory coaching that help workers to be successful in managing partner collaborations and conflict management*
- c. *Facilitate worker skill development through use of **Antecedent, Concurrent and Consequent** follow up techniques*

(3) Understand how individual perceptual bias intercedes in Fairness and Equity issues in decision making for families and children; and work with staff around these biases to improve outcomes in the area of Fairness and Equity as demonstrated by:

- a. *Learning how **Implicit Association** bias is developed and used in decision making processes*
- b. *Establishing supervisor techniques to build comfort and competence around working with these issues personally and with staff*
- c. *Using the **Experience Ladder Model** to work on changing “blindspot” and “hotspot” reactions in fairness and equity decision making*

(4) Utilize techniques that are critical for managing conflict as demonstrated by:

- a. *Accurately assessing when conflict is likely and what to do to de-escalate emotionally charged communications*
- b. *Understanding how to handle issues of power differential and existing conflict cycles*
- c. *Working with powerful “re-framing” techniques that recalibrate a conflict situation and set the foundation for a productive, conflict free outcome*
- c. *Understand the tools you have available to you to manage conflict ie: your **communication style, character, authority and position, etc***
- d. *Use the **Crucial Conversations Model** as a template for improved handling of challenging conversations in all types of communications*

Transfer of Learning

Before the training:

1. Meet with your boss and go over the training course outline and objectives.
2. In collaboration with your boss, determine what the key learning objectives are you want to achieve.
3. Determine how those objectives will be demonstrated in the work setting after completion of training.
4. Understand what standard of performance is expected.
5. How will the information be shared with colleagues so that they understand to expect changes in practice activities (what you will be do differently) upon completion of training.

During the training

1. Be assertive with the trainer to make sure your training objectives are met.
2. Be an engaged participant during the training-you get out of training what you put in.
3. Be certain you understand how what you have learned can be transferred into your work setting.

After the training

1. Meet with you boss again and review your original training plan.
2. Modify the transfer of learning plan as appropriate or confirm the appropriateness of the plan.
3. Confirm the performance outcome indicators.
4. Review your action plan to achieve your goals.
5. Establish Antecedent, Concurrent and Consequent feedback loops with your boss.
6. GET GOING!!!!!!!!!!
7. Correct as you go (things will change as you start). Get support when you need it.
8. BE PERSISTANT! Check in with your performance indicators routinely.