

SEVEN HABITS OF HIGHLY EFFECTIVE DIRECT SUPPORT PROFESSIONALS

Derrick Dufresne, Senior Partner
Community Resource Alliance

Direct support professionals (DSPs) are the lifeblood of success in an agency. They have the most contact with the person receiving supports. They are, in fact, the front line of quality.

Too often, these staff are not as effective as they could be. In many cases, they are the least trained, least paid and least appreciated in the agency.

This presentation will challenge DSPs to take control of their own destiny. By developing the effective habits of being proactive, positive, and flexible, among others - they can do much more than survive – they can succeed.

Participants will learn specific skills that will differentiate effective vs. non-effective behaviors.