

**SUPPORTING
THE
SUPPORTERS:
DEVELOPING BASIC
SKILLS FOR DIRECT
SUPPORT STAFF**

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SUPPORTING THE SUPPORTERS

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OVERVIEW

Supervisors are made not born. Unfortunately, the supervisory crisis in the field of developmental disabilities and related services is largely self-made.

Employees typically arrive at provider agencies in entry-level positions with a minimum of knowledge, skills, and abilities relative to the field. There is a tendency to promote from within which, on the surface, seems to make a great deal of sense. Sometimes this means that the staff, who the day before were working as part *of* a team, all of a sudden have supervisory responsibilities *for* the team. They have had no training, no preparation, and suddenly are thrust into a supervisory role that is foreign, confusing, and often fraught with danger.

Staff talk about their supervisors all the time. They know more about management's behavior than management does. They watch their supervisors like hawks. Management is either their greatest resource or their greatest problem.

Overview:

- The number one reason direct care staff leave their agencies
- Understanding the ten key elements to being a servant leader
- Why many supervisors fail – and why it's their own fault (hint: it's fixable)
- What staff want most from their supervisors (hint: it isn't money)
- How to love being a supervisor and cut your turnover by half
- Being the best supervisor, regardless of your boss
- Managing your boss – how to be creative and still keep your job

Most people don't leave agencies; they leave supervisors. Supervisors often misunderstand who their first customer is. Surprisingly, it is their staff. The most significant relationship staff can have is with their immediate supervisors.

This presentation will challenge participants to understand that the best way for supervisors to increase quality and supports to people with disabilities is to provide the same level of care and support to their staff.

By modeling the behavior that supervisors want in their staff, they can have a direct impact on the lives of people with disabilities, even though most of their work is not directly with individuals with disabilities. The key is to support the supporters.

Training Outline

1. Supervision: Sheep Are Managed – People Are Led

- Understanding what it means to be a supervisor
- How supervisors' behavior affects those around them
- * More than anything staff wants recognition, attention and being caught being good

2. Supervisors Aren't Better - Just Different

- Its not about you and your performance
- Your staff is your greatest resource

3. Successful Strategies for Supervisors

- Knowing your style (personality traits)
- Knowing your staff's style (Gen X, Y, and Baby Boomers, etc.)
- Understanding the dynamics of work as you climb the supervisory ladder
- Deciding if you want to be a supervisor early on – 5 signs that should determine whether you stay or not

4. Becoming a Servant Leader

- The ten key elements you must embrace
- The art of practicing reflection and dialogue – not just direction and talking
- How servant leadership will get staff to do things you never thought possible
- Identifying your next steps and for those you lead.
- Maslow's Hierarchy of Needs and how the Organizational Pyramid needs to be turned upside down

5. Seven Habits Of Highly Effective Direct Support Professionals (Managing The Boss)

1. People person
2. Positive
3. Proactive
4. Flexible
5. Balanced
6. Honest
7. Listener

The most important indicator of staff success is his/her relationship with the supervisor. Staff are customers. **Treat them as such.**

6. Keeping Your Own Reservoir Full – Being Your Own Best Friend

- Put on your own life preserver first
- Supervisors must constantly read, listen, and update their skills – learn how
- Presenting at conferences and trainings will increase your skills
- Mentoring your staff will reap huge benefits, not just for them but for you
- Every supervisor must find something they are passionate about and then follow that journey to greatness

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What You'll Learn:

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- Understanding the ten key elements to being a servant leader
- Why many supervisors fail – and why it's their own fault (hint: it's fixable)
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