

Supporting the Supporters

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 we want in our staff, supervisors 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.