



# Support Development Associates

## Effective Supervision in Person Centered Organizations

*Supervisors in human service organizations are now expected to have the skills and knowledge to support their staff in ever changing, complex work environments. This one or two day training is designed to help supervisors learn how to support their staff as they problem solve, address conflicts and practice delivering feedback that is both supportive and developmental.*

**Purpose:** to provide supervisors in human service agencies: a way to clarify what is expected of their role in the agency, a safe place to learn and begin to practice new skills needed for supervision in human service systems, and to introduce new ideas about how to support and guide employees while maintaining their authority and enhancing accountability.

The Training is designed to help anyone who provides supervision in a government or non-profit agency answer these questions:

- ✓ *What do we mean when we say “supervision”?*
- ✓ *What are the key activities involved in supervising people?*
- ✓ *What commitments do great supervisors make?*
- ✓ *What do we bring to our role as a supervisor?*
- ✓ *How does our approach to supervision help us move either forward or backwards?*
- ✓ *How can we utilize person centered practices with our employees?*
- ✓ *What is the role of feedback, and how can we deliver effective feedback that motivates employees to continuously develop?*

This one or two day training is customized to meet the desires of each location. Whether one or two days, it is designed to be interactive and to produce a supportive learning environment in which people can quickly establish trust and work together to explore opportunities for enhancing their own skills. The overall intent of this training is to help supervisors feel confident in their own ability to support their staff through their challenges in supporting other people every day.

**For more information or to schedule this training contact:**

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