

## Supervisor Foundation Training Descriptions

### **Supervisor Foundation Training: Administrative Supervision- Supervisor as Manager**

This two-day, classroom-based training module focuses on those areas of supervision which relate to the efficient and effective delivery of services. Key concepts covered include: supervising to the agency practice model; leading in a changing environment; understanding the use of power; decision-making with data; recruiting and selecting workers; transitioning from peer to supervisor; managing performance.

#### Target Audience

This training is intended for those who supervise Child Protective Services, Juvenile Justice, Home Visiting and Wrap Around.

#### Objectives

Participant can:

- Articulate the role of a child welfare supervisor in providing administrative, educational, clinical and supportive supervision with staff
- Integrate the agency mission, vision and philosophy and the Wisconsin Child Welfare Model for Practice (CWMP) into their supervisor practice
- Continually assess how their values may be influencing supervisory practice and mitigate the influence of their own values on decision making and how they guide staff
- Describe how to integrate the task of leading and managing a child welfare team
- Demonstrate and facilitate the successful resolution of conflict
- Employ strategies to manage change in the workplace while attending to the importance of the parallel process with staff and families
- Understand and employ strategies that ensure accountability of staff in meeting agency performance expectations and recommend appropriate interventions
- Transition successfully from peer to supervisor

#### Prerequisite

Stepping Up to Supervision: Orientation for New Supervisors

### **New Supervisor Foundation Training: Educational Supervision- Supervisor as Coach**

This highly interactive two-day module consists of learning activities that stimulate thought and energize the learning atmosphere. This module focuses on educating workers/staff in order to attain higher performance. Key topics include: coaching; learning styles; employee orientation; stages of worker development; transfer of learning.

#### Target Audience

This training is intended for those who supervise Child Protective Services, Juvenile Justice, Home Visiting and Wrap Around.

#### Objectives

Participant:

- Understands and values diversity and different styles of perceiving, learning, communicating, and operating
- Understands how to orient new employees to their jobs
- Understands the value of a developmental approach to supervision and can adapt supervision style to employee's stage of development
- Knows how to improve the transfer of learning from the classroom to the field

- Knows and can recognize when a worker's emotional responses and/or judgment interfere with service delivery and can empower the employee to identify and examine these issues
- Is able to provide constructive feedback
- Is able to apply coaching techniques to supervision situations

Prerequisite

Stepping Up to Supervision: Orientation for New Supervisors

**New Supervisor Foundation Training: Supportive Supervision- Supervisor as Team Leader**

This two-day classroom module helps you focus on supporting, nurturing, and motivating your workers to attain a high level of performance. This module reflects the reality of the supervisor's position as head cheerleader, arbitrator, and counselor.

Target Audience:

This training is intended for those who supervise Child Protective Services, Juvenile Justice, Home Visiting and Wrap Around

Objectives

Participant:

- Has the ability to create a supportive and enabling unit environment that promotes effective and efficient completion of mission-critical casework activities
- Has the ability to select and use supervisory styles and strategies in ways that enhance and sustain effective job performance by caseworkers
- Understands the critical role of the supervisor in creating and sustaining a unit work environment that promotes the highest quality caseworker services to children and families
- Has the ability to effectively communicate with staff
- Understands the ways in which open and effective communication and regular feedback are essential to the successful functioning of the unit
- Has the ability to identify the developmental level, culture, personal strengths, and learning needs of individual staff members
- Understands how personal, interpersonal, organizational, cultural and environmental factors interact to increase or impede staff motivation to achieve high levels of performance excellence
- Can apply motivation strategies to help create a positive work climate
- Recognizes the agency and unit-level factors that can undermine caseworkers/comfort and performance, unit productivity and staff safety
- Has the ability to assist caseworkers to use strategies to manage and reduce job related stress
- Has the ability to implement strategies that monitor and promote the safety of caseworkers in the office and in the field
- Understands the necessity of a supportive and caring work environment to keep staff engaged and involved, and to promote high levels of investment in their work
- Has the ability to create a collaborative team environment that enhances productivity
- Can use supervisory strategies that promote both intra- and inter-unit collaboration
- Has the ability to create a work environment that supports achievement of the agency's mission and promotes excellence in direct practice
- Knows strategies to help the unit develop into a cohesive and productive work group

Prerequisite

Stepping Up to Supervision: Orientation for New Supervisors

## **New Supervisor Foundation: Training Clinical Supervision- Supervisor as Critical Thinker**

During this two-day classroom module, supervisors will learn key elements of clinical practice and case consultation. This module explores: the use of solution-focused supervision skills; providing individual and group supervision; knowing the supervisor's and worker's responsibilities in assessing for and achieving safety, permanency, and well-being; and understanding how to facilitate quality case practice.

### Target Audience

This training is intended for those who supervise Child Protective Services, Juvenile Justice, Home Visiting and Wrap Around

### Objectives

Participant:

- Understands the applicability of clinical supervision in child welfare
- Knows how to supervise within a solution-focused environment
- Understands how to supervise within a safety-organized practice context
- Models Wisconsin's practice values and standards in supervision to exhibit the parallel process
- Understands how to apply appreciative inquiry in clinical supervision
- Understands the nature of crisis and in-depth supervision
- Understands how to apply critical thinking within clinical supervision
- Understands the impact of fairness and equity issues in supervision and knows ways to promote fairness and equity in casework practice
- Demonstrates the use of assessment tools for a better understanding of families to improve decision-making
- Can demonstrate the ability to use a family-centered approach when conducting child maltreatment assessments
- Differentiates the benefits and uses of individual and group supervision
- Demonstrates an individual supervision session in a practice simulation
- Is able to apply strategies to manage in a more culturally responsive manner
- Is able to draw upon a repertoire of facilitation skills for use in various supervisory settings
- Demonstrates group supervision session in a practice simulation

### Prerequisite

Stepping Up to Supervision: Orientation for New Supervisors