
Good Supervision is a Radical Act

Oregon Coalition Against
Domestic & Sexual Violence

May 21, 2018

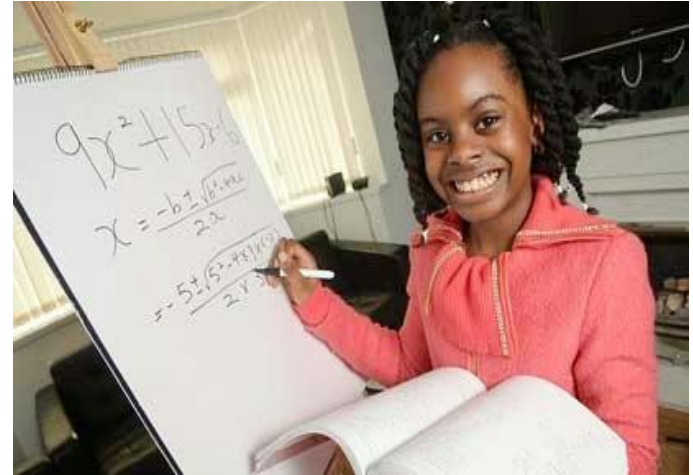
Workshop learning objectives

To encourage supervision that is based on empowerment, trust, and kindness;

To provide tangible tools so that supervisors impact their teams in ways that make everyone more effective in their advocacy;

To support individual employees in interacting with their co-workers in ways that create strong, healthy organizations.

What are your learning objectives?



Supervision Requires a Set of Values

Review | Revise | Remember



My values:

This work gives me a
PERSONAL CONNECTION

I want to **STAY IN THE PRESENT
MOMENT**

I am amazed by our capacity for
RESILIENCE

My work is an expression of my
belief in our **SHARED
HUMANITY**

Supervisors Need a Self Care Plan



The Supervisors “Coat”

Find Support in the Organization

Find Support from Colleagues

Recognize your own Vicarious Trauma

Use your role as a reason to have good behavior; walk the talk

What Makes a Good Supervisor?

Relationship building based on authentic interactions

Providing clear expectations of work responsibilities

Sharing your time for regular conversations, check-ins, debriefing

Providing feedback - informally and formally



Providing Feedback to a Co-Worker

You can't do this too often! ~~ The people you work with are desperate to hear this from you!

It should be authentic, but you also need to find the rhythm to do it as regularly as possible

Do it for everyone, with a focus on those you supervise directly

The more you give it, the more you'll want it for yourself - *Be prepared for that*

The 3 Tiered Approach ~~ The Positive

1. Name the behavior you observed; be specific
2. Explain the way you felt when you observed the behavior
3. Say something, related to the behavior you observed, that you value about the person



I was walking through the crisis line room yesterday afternoon, and I heard you supporting a survivor who wasn't sure whether they wanted to tell their friend about the assault. You were doing such a good job talking about options without any judgement, and I felt so impressed that you were able to reflect the caller's feelings in such a concise, loving way. You have really strong active listening skills and I'm sure the people you support feel really respected because of that.

The 3 Tiered Approach ~~ The Constructive

1. Name the behavior you observed; be specific
2. Explain the way you felt when you observed the behavior
3. Say something, related to the behavior you observed, that you value about the person

The other day, I overheard you talking with a participant who must have been frustrated with something you had said. When you got off the call, you said that you “weren’t in the mood for stupid people” that day. It made me really uncomfortable to hear someone being called a name, and it felt even worse because there was a volunteer right next to you. I know you work hard during your crisis line shifts, and I was surprised to hear that level of frustration come out in that manner. What was going on for you at that moment?

Providing Constructive Feedback

- Prepare what you're going to say before you have the conversation
- The tool of curiosity
 - Ask questions
 - Invite a conversation
 - Be willing to be corrected



Providing Constructive Feedback

- Be direct, specific, and kind
- Consider differences in cultural styles of communication
- Don't talk to fill space; allow for silence
- After the conversation, follow up with an email summary



Time to Practice

small group exercise

1. Name the behavior you observed; be specific
 2. Explain the way you felt when you observed the behavior
 3. Say something, related to the behavior you observed, that you value about the person
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Formal Feedback

Annual Evaluations

- Be specific in your feedback; provide examples
- Don't let your co-worker hear constructive feedback for the first time during their evaluation

Progressive Discipline

- Addresses work performance issues in a series of steps
- Best when this is outlined in policy

What are some tools you've used that you like and want to share?



What Makes a Good Work Environment?

Collaborative Work Environment

Shared Responsibility Built on Trust

Shared Time that's not about direct service

Relationships built on authentic interactions

Having a "best friend" at work

Acknowledge where there's difference, potential tension

Clear Communication

Formal opportunities to talk together

Effective policies and practice

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Feminism & Hierarchy

How do you have both?



There's no hierarchy in the value of each person's role in the organization - Walk that talk

Define your organization's feminism

Transparency - Even say when you can't say anything

Collaborative Decision Making

Decision Making



"OK, all those in favour of delegating decision-making, shrug your shoulders"

Decision Making

1. Consensus – *everyone agrees or is able to “live with” the outcome*
2. Majority Rule – *The idea with the most votes wins*
3. Delegate with Constraints – *A group is able to make the decision, often with certain parameters*
4. Input from Individuals – *A supervisor gathers input on a person-to-person basis to inform the decision*

Decision Making

5. Input from Team – *A supervisor gathers information from the entire group and a group conversation informs the decision*

6. Decide and Announce – *The supervisor makes a decision by themselves and lets the group know*



Your Organization's Commitment to Addressing Vicarious Trauma

Start with the acknowledgement that it will happen

Talk about Vicarious Resilience too
~ honor the power of our hard work



Your Commitment to Addressing Vicarious Trauma

The supervisor's role

- Support an individual's self care plan
- Regularly ask about how VT is impacting a co-worker
- Talk about the ways your team will debrief and talk about participants

Resources

Vicarious Trauma Toolkit

<https://vtt.ovc.ojp.gov/>

Trauma Sensitive Practice

<https://safesupportivelearning.ed.gov/Trauma-Sensitive-Campus-Health-Centers>



Any Questions?

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