

# SUPER+VISION



# Being a leader in the DV/SA field is a very noble profession

- ▶ Whether you were promoted, competed for, appointed or tripped into this, you are here now.
- ▶ Many of you are worried you'll be "found out" that you really don't know what you're doing and that you're faking it.
- ▶ More than likely, you love this work and realize you are not going to get rich doing it.

# Supervisor's Role

- ▶ Communication—learning how to EFFECTIVELY do this is crucial. Especially learning how to really listen (as opposed to waiting to talk)
- ▶ Coaching employees & connecting teams. You need to be as concerned for your team's career development as they are. If they know you care and are looking out for them, they will repay that loyalty time and time again with their own.

# Supervisor's Role, Con'td.

- ▶ Training—ensuring they truly understand what is expected of them. Reviewing their job description in detail, pairing them with someone on the job to “shadow” and provide ample opportunities to ask questions. This is a great time to review and discuss the agency employee handbook.
- ▶ Regularly scheduled 1:1 meetings. Try very hard not to reschedule. You want your new staff to clearly get the message that they are a priority.

# Expectations

Expectations need to be clearly communicated during recruiting, hiring and new employee orientation.

Take time to define:

- ▶ What are your **Values & Principles**?
- ▶ What are your **Desired Results** for dealing with problems or conflicts?
- ▶ What are your **Unspoken Rules** that you can shed light on?
- ▶ What will your **Feedback** look like?

Bonus: Feedback isn't meant to be criticism. Feedback should always include positive, specific praise.

# Feedback

- ▶ Immediate or within 24 hours is best
- ▶ It needs to be specific, with examples
- ▶ A performance evaluation should not contain *any* surprises
- ▶ If you meet regularly and have well structured meetings, feedback should not be feared or out of the ordinary
- ▶ Still not sure how to do this? Think of how you want to be treated, and do that.

# Effective Feedback

- ❑ I have a concern about \_\_\_\_\_
- ❑ What I observed is \_\_\_\_\_
- ❑ The impact was \_\_\_\_\_
- ❑ Next time, what I'm asking you to do is \_\_\_\_\_

\*\*Intent vs Impact

\*\*Am I being nice or am I being clear?

# You Are Not Alone

- ❑ Other supervisors are always willing to support you.
- ❑ Look for Online resources to increase your knowledge on the WSCADV website.
- ❑ Attend in person trainings to sharpen your skills and stay fresh. There are several available year round so check the WSCADV newsletter.



# *THANK YOU!*

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