Supervisory Effectiveness Program
Series 2: Leading Processes

About the Program
The Supervisory Effectiveness Program is designed for human services professionals in all program areas. The purpose of this program is to develop the skills of new supervisors and elevate the skills of experienced supervisors.

Supervisors increasingly provide leadership within their agencies, with other agencies, and even with community organizations. This series will cover skills for managing a variety of processes with staff and in larger contexts. It will also prepare supervisors to assume a leadership role in agencies and collaborative efforts.

Program Outline

Supervision and Stress Management
Supervisors who can identify, understand and manage stress responses in themselves can help others identify and manage their own stress responses. In this workshop, supervisors will examine the role of managing stress in the workplace and learn techniques, cognitive processes and activities for stress reduction. Supervisors can then apply these skills within their workgroup to help build healthier, more effective work teams and help others to recognize and balance stress factors in themselves.

Topics include
- defining stress types and levels
- recognizing stress extremes
- contributors to workplace stress
- effects of stress on cognitive abilities, productivity and health
- stress management tools and techniques

The Supervisor’s Role in Change Management
The role of the supervisor in change management is to provide temporary supports to assist staff through the emotional transitions of unstructured periods of change. This workshop will focus on ways supervisors can create a supportive and healthy work environment during periods of organizational restructuring and significant culture change.
Topics include
- shifting emotional reactions and responses
- temporary group supports and structure
- assessing present and future needs
- embracing the future with commitment

Dynamics of Effective Meetings

Supervisors must be able to effectively facilitate communication processes within their own team and among other departments or community groups, when needed. This workshop will instruct supervisors on techniques to structure successful meetings and communication techniques and controls for positive results.

Topics include
- preparation for meetings
- supervisor’s role in effective meeting planning
- setting the meeting environment and tone
- action and activity planning for specific outcomes
- dynamics of group behaviors
- evaluating meeting effectiveness

Problem-Solving Processes for Supervisors

A supervisor's ability to guide people through problem-solving and decision-making processes is critical for agency productivity, service excellence, and accuracy. In this workshop supervisors will learn effective processes and techniques for identifying problems and coming to decisions based on specific criteria and outcomes.

Topics include
- identifying the problem
- preparing for and researching problem solving
- generating options and alternatives
- developing decision criteria
- decision-making skills and techniques
- action planning follow through
- evaluating outcomes

Collaboration and Empowerment Skills for Supervisors

Working out group roles and responsibilities requires collaboration and empowerment techniques. This workshop will cover information and techniques supervisors can use to work with other agency staff or community groups in collaborative efforts.

Topics include
- identifying project issues and criteria
- exchanging information and needs
- facilitating rapport and common interest
- identifying the keys to empowering others
- effective delegation techniques
- accountability, responsibility, controls and credit
- negotiating for positive outcomes
- evaluating join results