

# Fashion Police

The 10 hats supervisors should be wearing

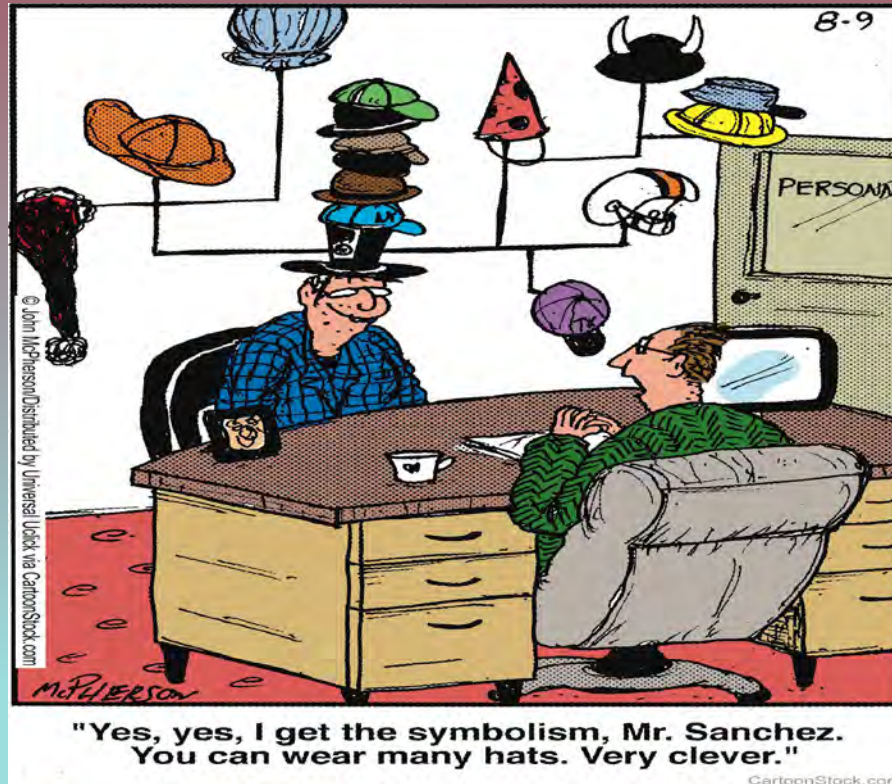
# Institute on Protective Services

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This training is provided by the Institute on Protective Services at Temple University Harrisburg. The Institute on Protective Services is a collaborative effort of the PA Department of Aging and Temple University. It operates with funds provided by the Department.

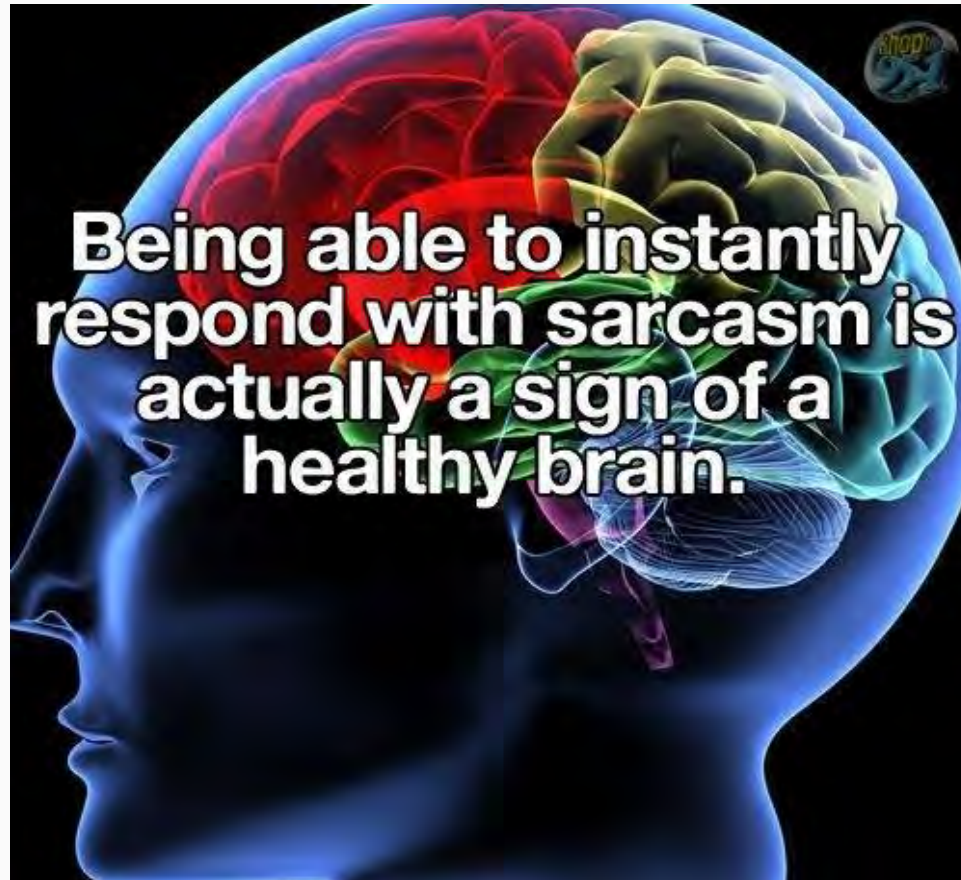
The training content was developed by the Institute on Protective Services.





# A little about me...

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# A little more about me...

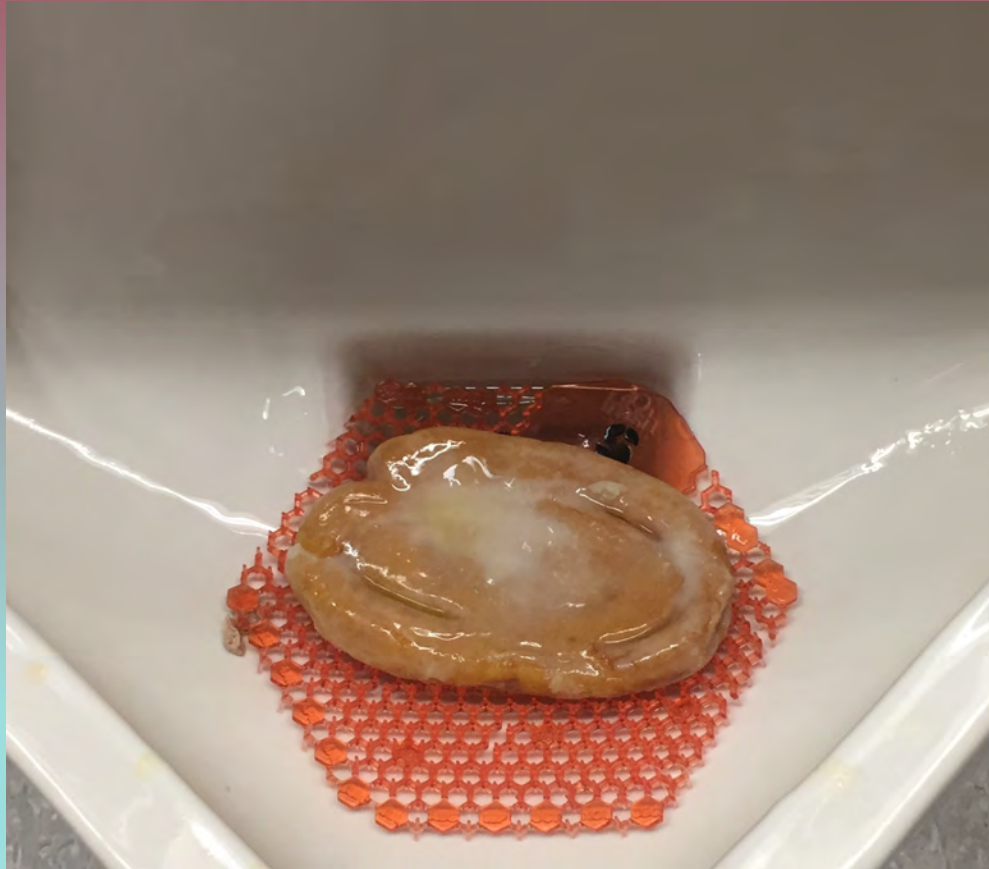


“Everything worth being said has already been said before, but since no one was listening, it needs to be said again.” – Andre Gide



# The “joys” of supervision

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# I live by the words of others.

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“If you take care of the small things, the big things take care of themselves.” — Emily Dickinson

# My supervision experience

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- Supervised and managed 200 inmates in county jail- responsible for all in-house work assignments
- Supervised 14 staff at a local aging office, covering 4 unit programs
- Supervise 2 staff at Temple University and 1 Chris Dubble
- Which one was my favorite???



# 1. Parent



Young Godzilla

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# 1. Parent

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- Supervision relies on some of the same psychological principles as raising children
  - I'm not saying your staff are children
- Give an inch, they will take a mile
- Mimic your actions. Put your best foot forward.
- Address inappropriate actions/behaviors
- Lay the framework for future success

## 2. Motivator



## 2. Motivator

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- Reward vs. discipline
- Nature v Nurture-not everyone is right for the job
- “Money is gratifying, not satisfying” – unknown
- All staff require motivation, not just “poor performers”
- “Aspire to be great – ~~then~~ by helping others” - unknown

# 3. Counselor

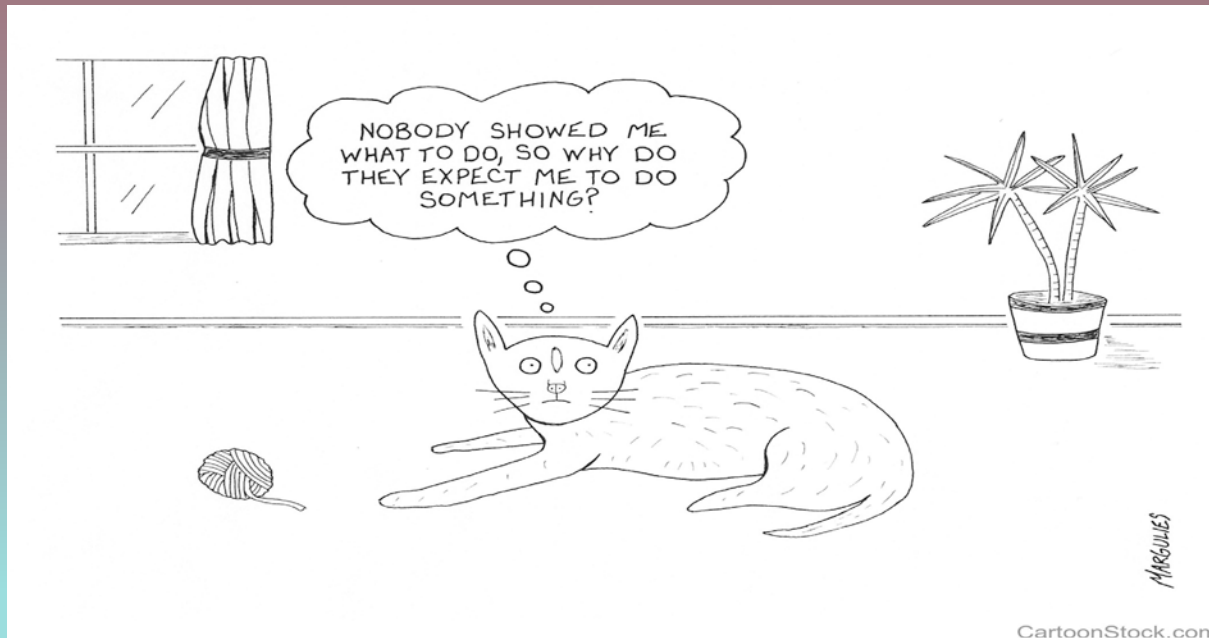
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- “Silence is sometimes the best answer” – Dalai Lama
- Difficult cases with difficult outcomes
- Work/life balance
- Complacency
  - 12-18 months

LESS  
TALKING

MORE  
LISTENING

# 4. Trainer/Communicator



## 4. Trainer/Communicator



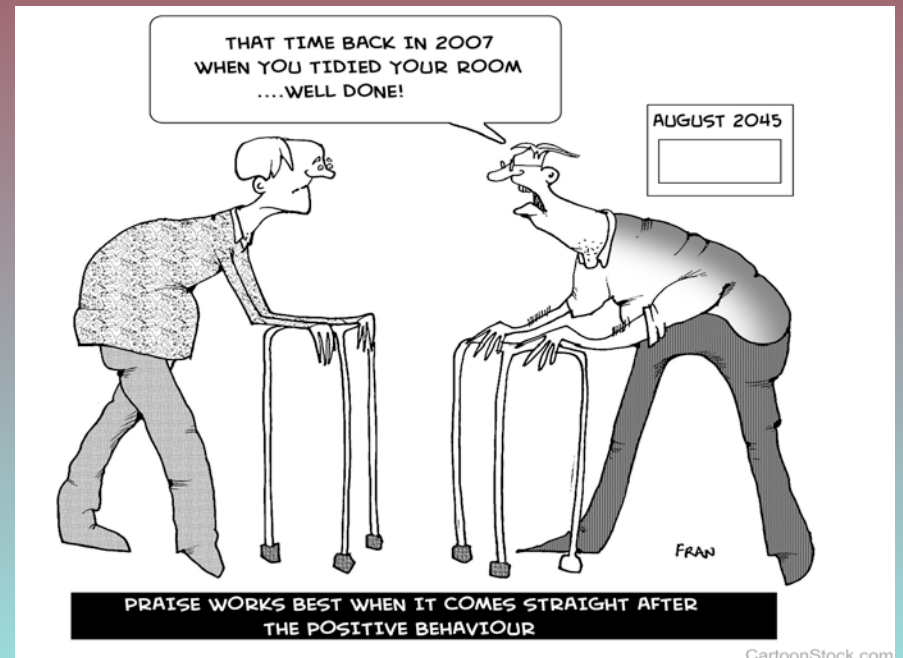
Clear instruction



# 4. Trainer/Communicator



Specificity



Timing

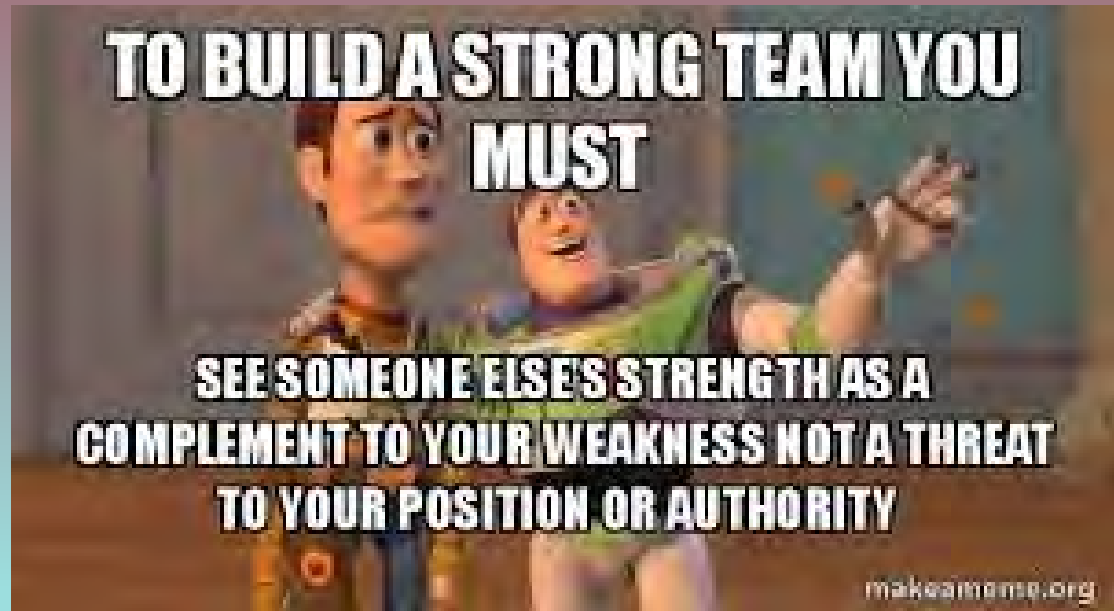
# 4. Trainer/Communicator

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- Learn – Do – Evaluate – Modify
- 5 monkeys experiment
- O.J.T. – shadowing, feedback and practice
- Maintenance shadowing
- Expectations – lay them out early
- Pace of play – slow is not acceptable
  - The story of Frank

## 5. Evaluator

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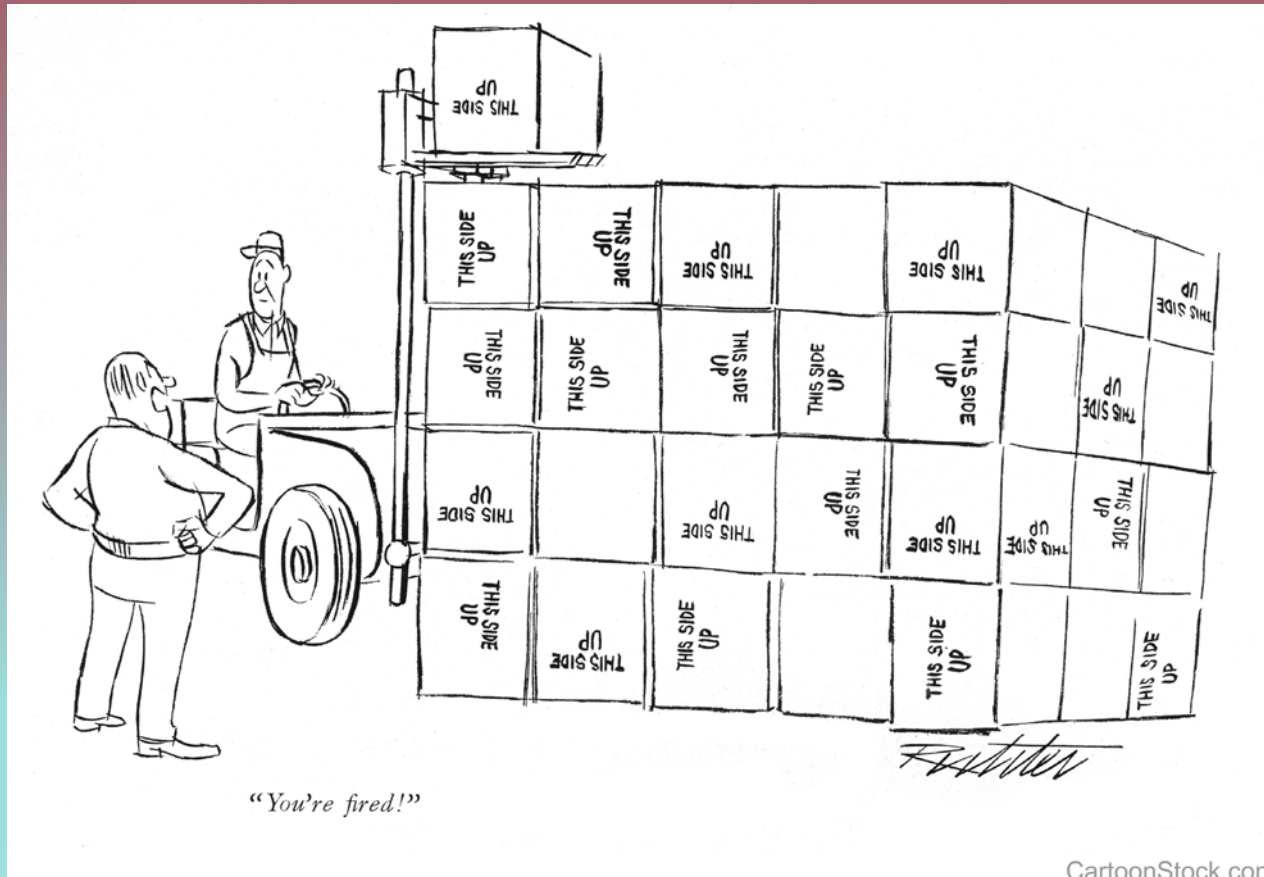
# 5. Evaluator

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- Those that can do, do, and those that can't do, don't.
- Trust but verify
- “No one is perfect, but strive for perfection” –me
- Firm, fair, consistent

**Be stubborn  
about your  
goals, and  
flexible about  
your methods.**

# 6. Human Resources



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- The hiring process is crucial
  - Include behavioral and analytical questions during the interview
  - Assess how someone thinks, it determines how they make decisions
  - Don't hire someone just to fill a spot
- Employees should be on a constant path of improvement/growth

# 7. Administrator



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# 7. Administrator

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- “A dream is just a dream. A goal is a dream with a plan and a deadline” – Harvey MacKay
- Plan, think ahead and be proactive
  - Expect the unexpected
- Policies and systems are your friend
  - How else can you convey standards
- Macro vs Micro

## 8. Front-line worker

We can do ANYTHING if we ALL pull together!



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## 8. Front-line worker

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- When the going gets tough...supervisors pitch in
  - Sometimes you have to carry a caseload
- Increase staff motivation
  - You're willing to do the dirty work
- Keeps you grounded
- Recognize areas of change

# 9. Walker

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# 9. Walker

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- Increase presence
- Increase accountability
- Increase accessibility
- Getting your steps in
- Meet in “their” environment
- Operational understanding
- Increase attention

# 10. Improve your skill sets

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- Don't lose focus of the bigger picture
  - “A lion does not turn around when a small dog barks” –African proverb
- What is your motivation??
- “Start to look for your faults if you never make mistakes” – unknown
- “Seek respect, not attention. It lasts longer” – Ziad Adbelnour
- “No one can do it for you.” – Ralph Cordiner



# In closing, remember what's important



"That's our mission statement."

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# Questions and contact info

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