

Fashion Police

The 10 hats supervisors should be wearing

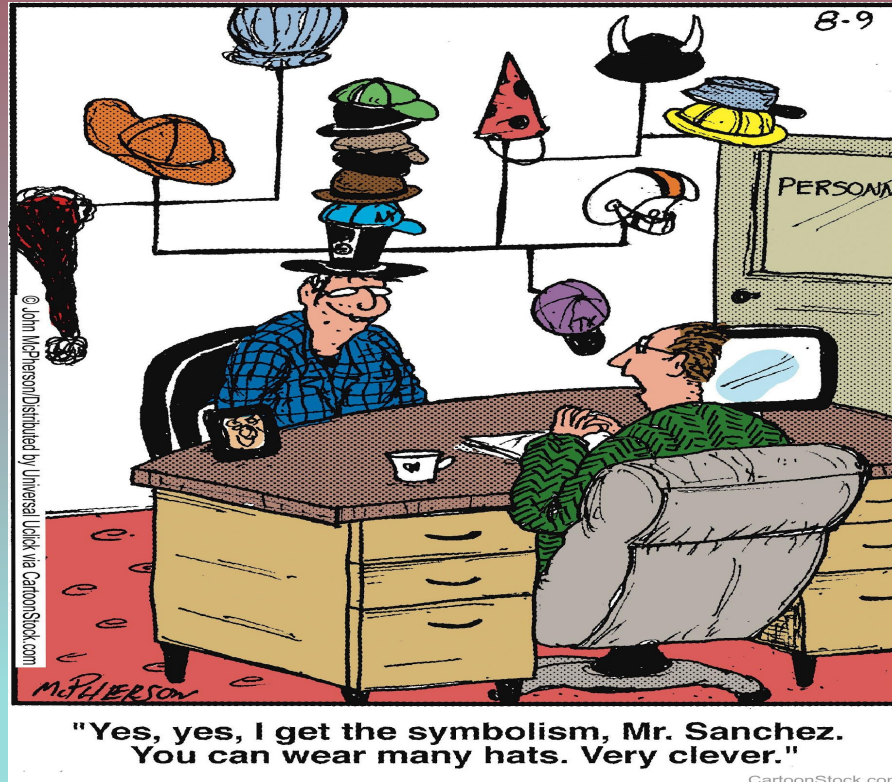
Institute on Protective Services

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.

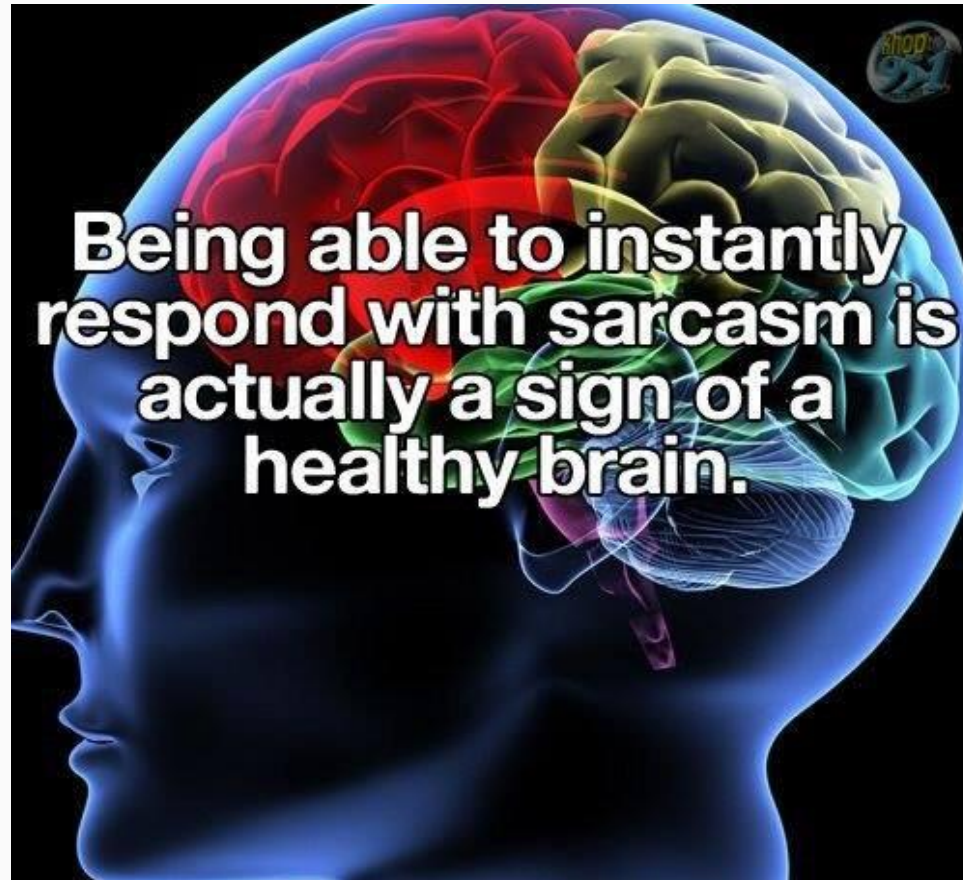
The training content was developed by the Institute on Protective Services.



There will be humor involved...



A little about me...



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



I find meaning in the words of others.

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

My supervision experience

- 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



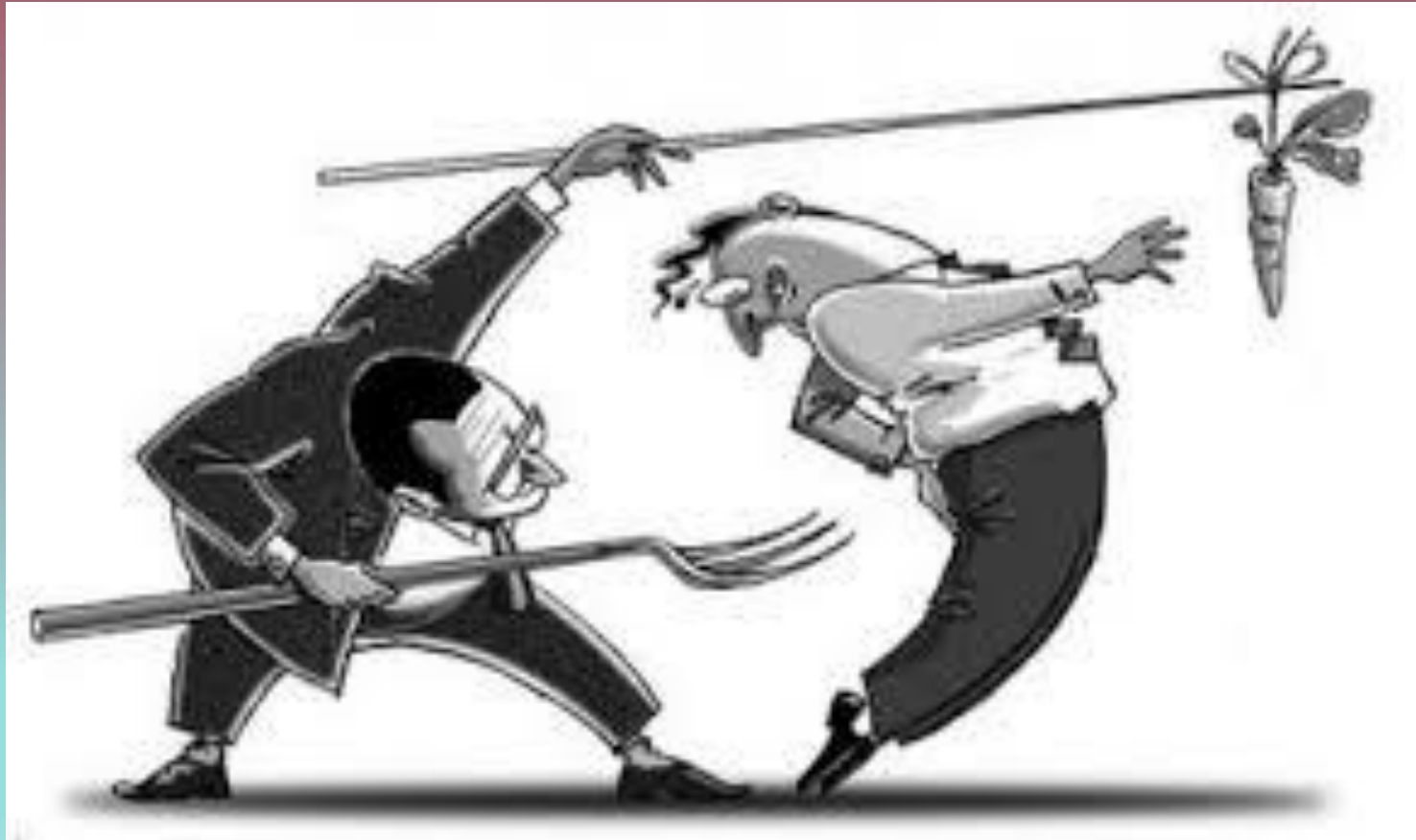
Young Godzilla

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1. Parent

- 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

- 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

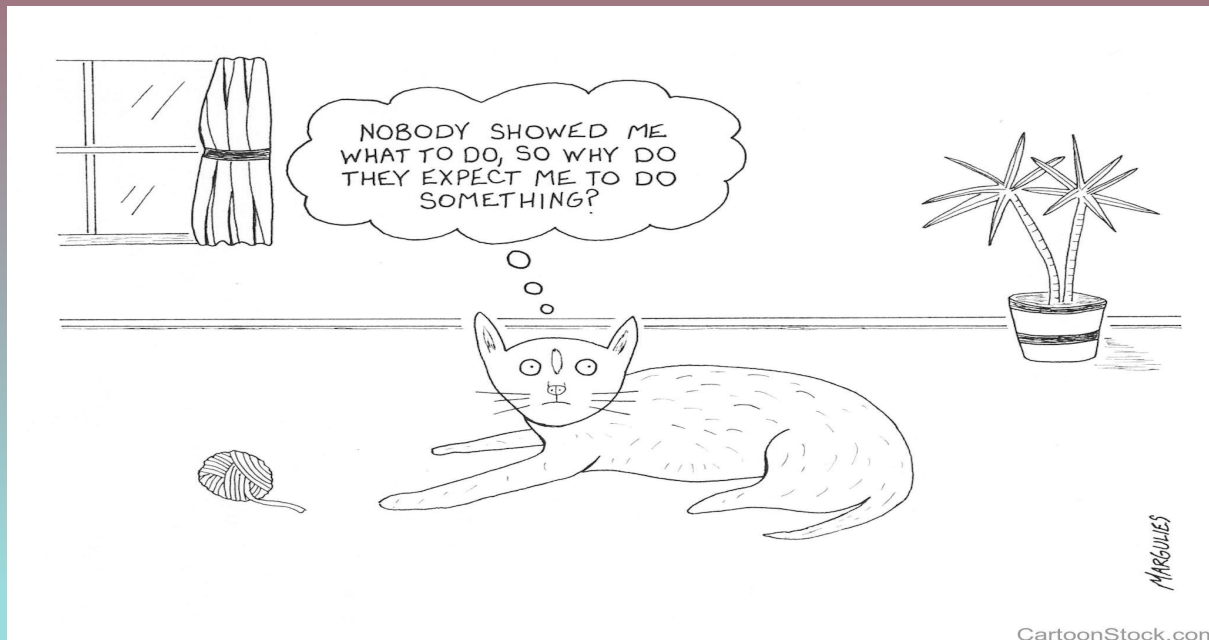
3. Counselor

- “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

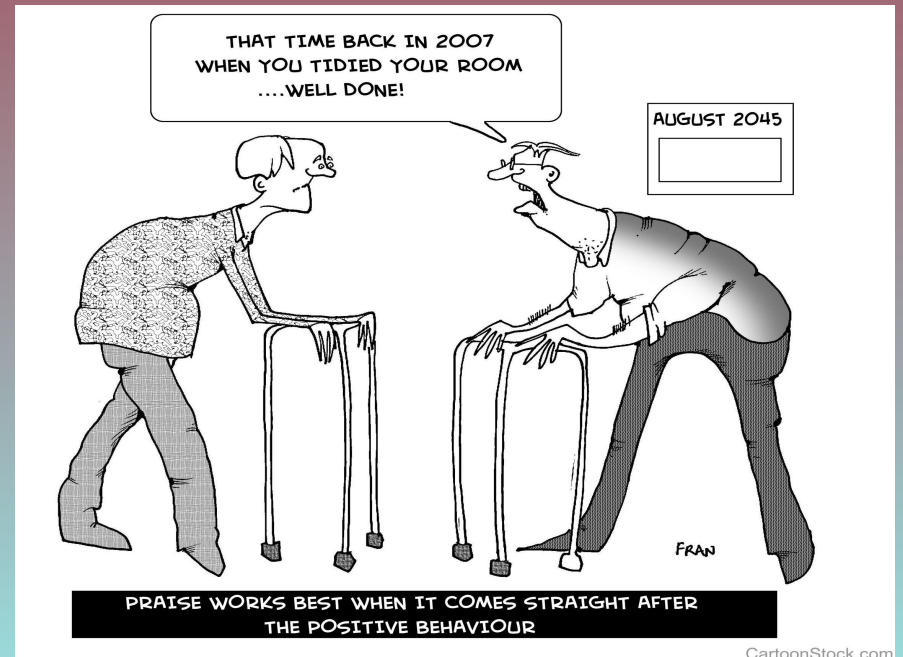


Clear instruction

4. Trainer/Communicator



Specificity



Timing

4. Trainer/Communicator

- 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

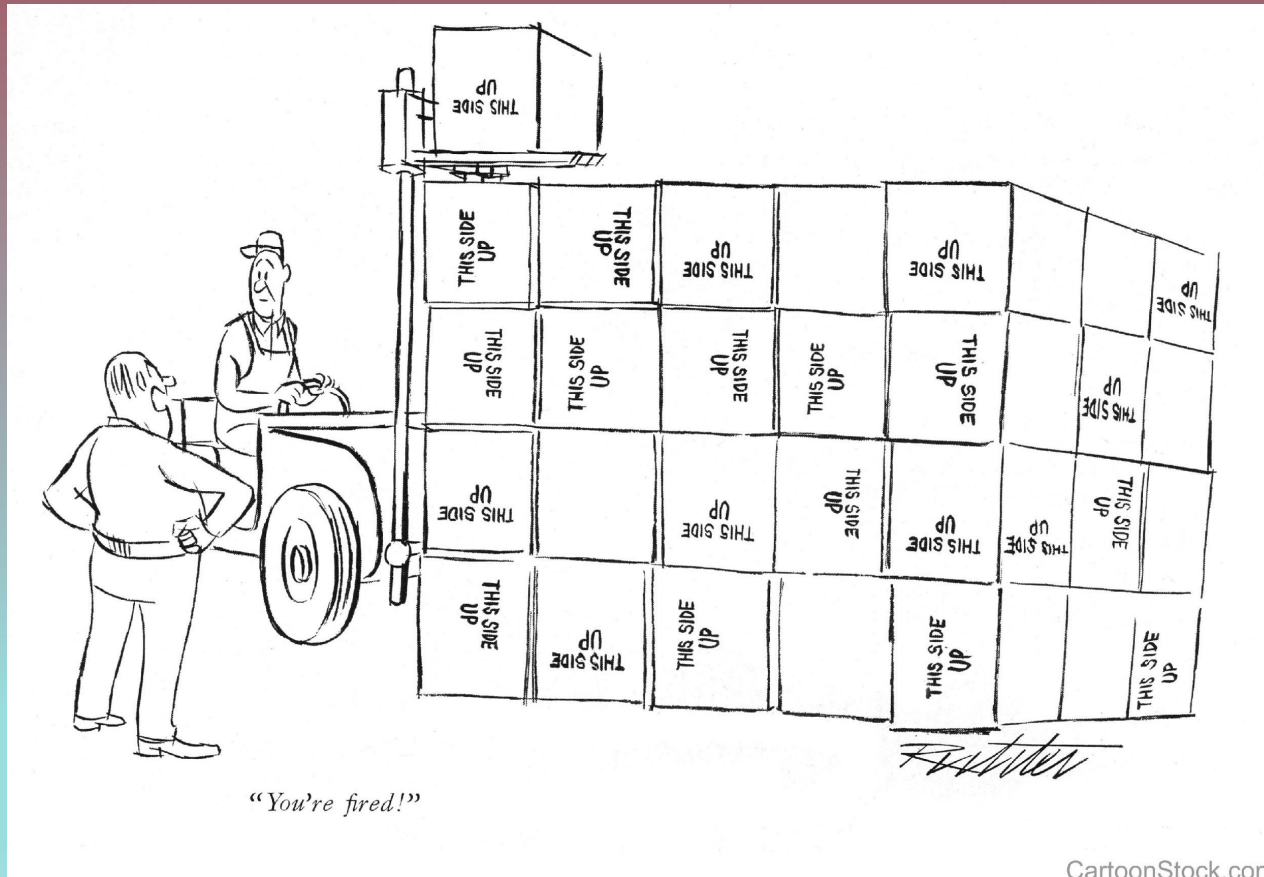


5. Evaluator

- 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



6. Human Resources

- 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

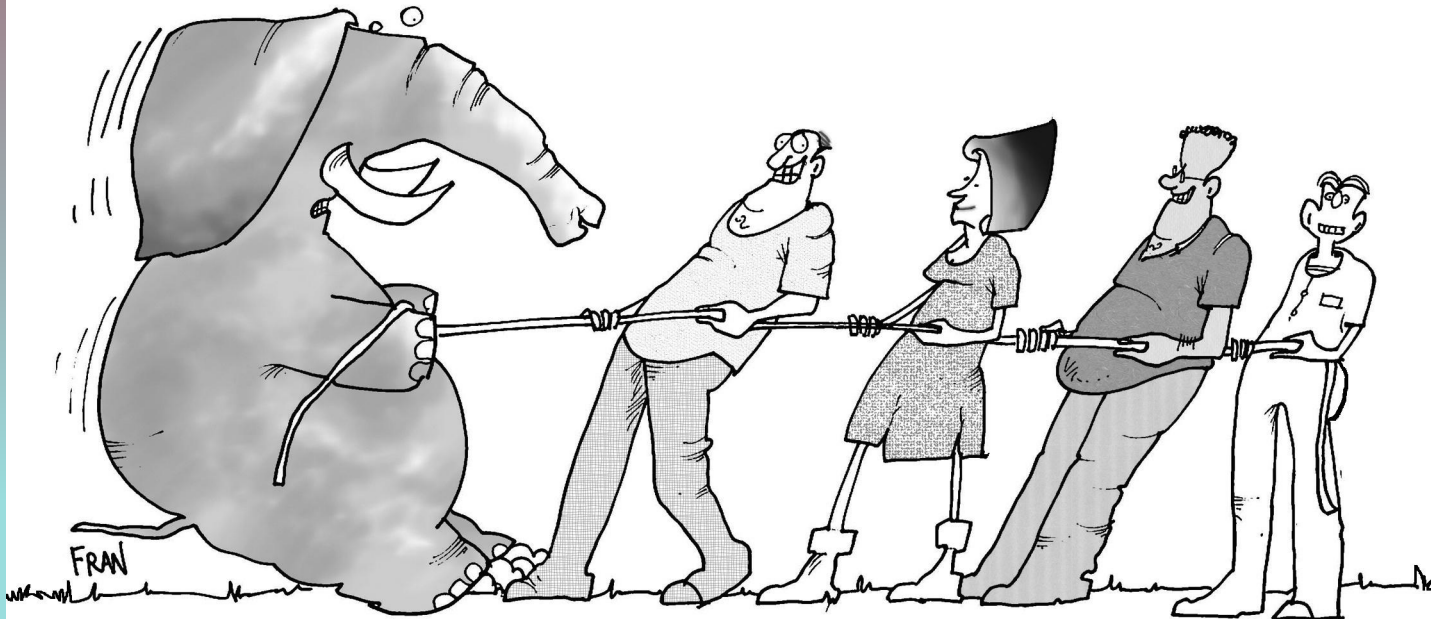


7. Administrator

- “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

- When the going get's 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



9. Walker

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

10. Improve your skill sets



10. Improve your skill sets

- 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??
- Mistakes will happen, embrace them and learn from them
- “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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