

STAFF SUPPORT AND STABILIZATION

A Reflective Relationship Based
Approach

Relationship Based Reflective Organizations

- ▣ “A relationship based organization is one in which quality relationships characterized by trust, support, and growth exist among and between staff, parents, and children; these relationships form the foundation for all the work that’s done. Relationships are valued, not as a ‘touchy feely’ nicety, but as a foundation for doing business” (Rebecca Parlakian, 2001)

Relationships Promote Staff Retention

- ▣ Staff who experience working relationships with supervisors and coworkers in which they feel heard and valued are more likely to remain with their organization



Administrators and Supervisors set
the tone for a relationship based
reflective organization



Leadership Self Assessment

- ▣ Is my Supervisory Style Reflective
- ▣ From Zero to Three

1. Rarely 2. Sometimes
3. Almost Always

- ▣ 1. In a discussion, I can see areas of agreement among differing opinions.



1. Rarely
2. Sometimes
3. Almost Always

▣ 2. I lead by example, not by words.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 3. I notice good work and I give staff positive feedback.



1. Rarely 2. Sometimes
3. Almost Always

▣ 4. I recognize the value of humor in the workplace.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 5. I have a vision of where the agency/center/project I lead is going and communicate it to others.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 6. When something is not going right for one of my staff members, I take the time to help them think it through and develop an approach to solving it.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 7. I am comfortable telling others when I don't know the answer to a particular question.



1. Rarely
2. Sometimes
3. Almost Always

- ▣ 8. I make sure we celebrate as a team when we meet milestones



1. Rarely
2. Sometimes
3. Almost Always

- ▣ 9. I have ways of handling the pressures of my position that allow me to think and strategize even in the midst of crisis.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 10. I focus on the work of the agency/center/project I lead around the children and families we serve.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 11. I make sure people know that it is safe to share their opinions and to say what they really think and feel.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 12. I encourage people to let me know what they need in order to work well, and whenever possible, ensure that they get it.



1. Rarely 2. Sometimes
3. Almost Always

- ▣ 13. I gather input from others and involve staff in decision making.



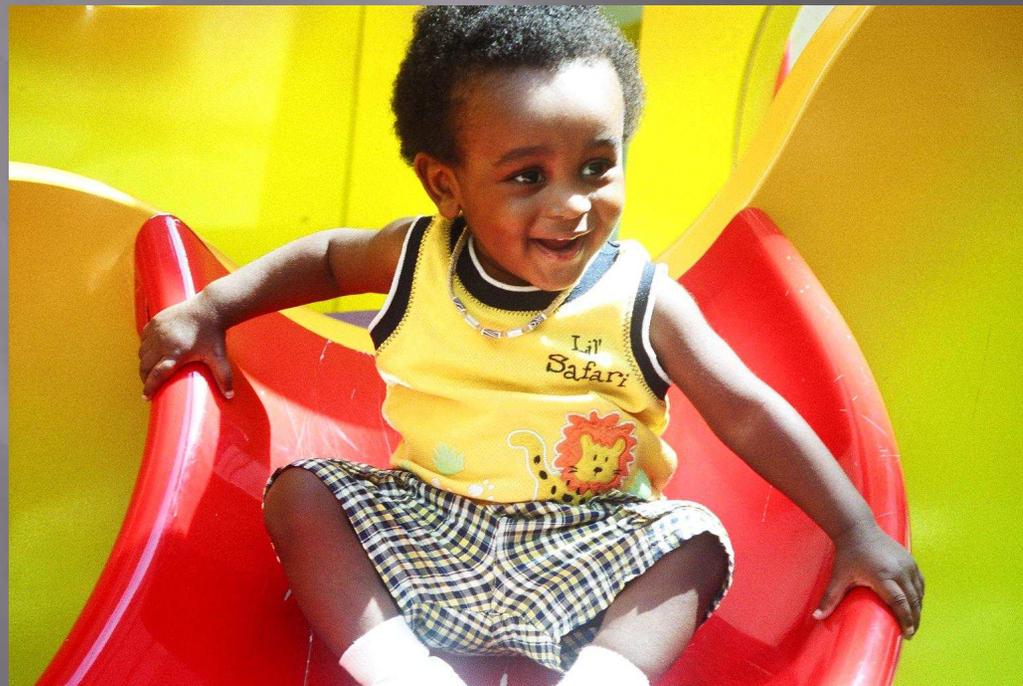
1. Rarely 2. Sometimes
3. Almost Always

- ▣ 14. I make opportunities to stay current about issues in the field.



1. Rarely
2. Sometimes
3. Almost Always

▣ 15. I think before I act.



1. Rarely
2. Sometimes
3. Almost Always

▣ 16. I meet regularly with the staff who report to me.



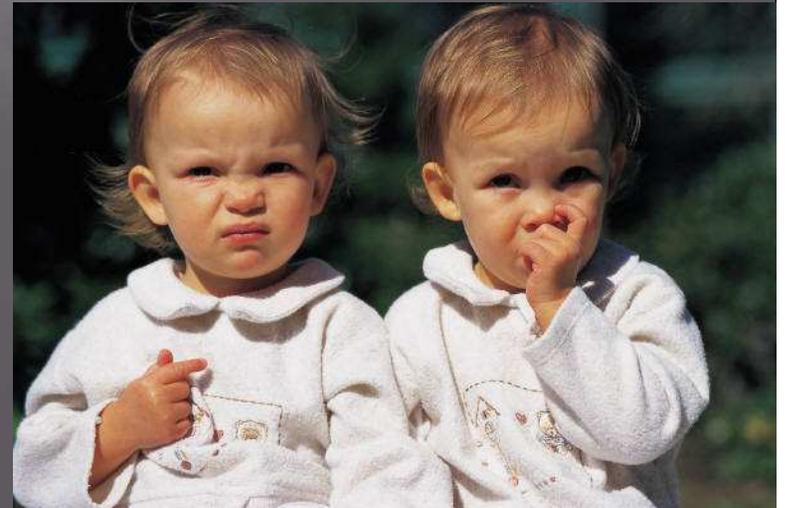
1. Rarely 2. Sometimes
3. Almost Always

- ▣ 17. I solicit feedback from my staff about my own performance.



1. Rarely
2. Sometimes
3. Almost Always

- ▣ 18. I have a mentor or supervisor who provides me reflective supervision regularly.



REFLECTIVE SUPERVISION

The Essential Relationship



▣ Reflective Supervision supports the development of a relationship based organization.



▣ Zero to Three.org

Three Building Blocks of Reflective Supervision

- ▣ Reflection
- ▣ Collaboration
- ▣ Consistency/Regularity



Reflection

- ▣ Reflection is the process of stepping back from the immediate experience of our work to wonder about what the work really means.
- ▣ Through reflection we can focus on the meaning of our work, examine our thoughts and feelings about the experience of our work both with families and with those we work with.
- ▣ Zero to Three.org

Reflection

- ▣ Requires a foundation of honesty and trust to create an environment in which people experience safety and support to enable them to process their thoughts and feelings.



Reflection

- ❑ Characterized by active listening and thoughtful inquiry. Wondering together about the material presented by the supervisee.
- ❑ The role of the supervisor is to help the supervisee find the answers to her own questions in the process of the interaction.

Collaboration

- ▣ Collaboration emphasizes the shared responsibility for working through the material presented by the supervisee.
- ▣ Characterized by a clear understanding of the reciprocal expectations of both the supervisor and the supervisee.
- ▣ Requires open communication.

Regularity

- ▣ Supervision should take place on a reliable, regular schedule.
- ▣ Sufficient time must be allotted to process the material being discussed.

STAGES OF A REFLECTIVE SUPERVISION SESSION



Preparation



Greeting Reconnecting



Opening the Dialogue Finding the Agenda



focusing on the Details

Telling the Story



Understanding Perspectives

Formulating Hypothesis



Next Steps Integration



Closing



The practitioner's experience in supervision directly affects the interactions he has with the child and family. It is this complex nest of relationships that we care about. Jeree Pawl 1995.