



Supervising from Home

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NYAPRS is a change agent dedicated to improving services, public policies and social conditions for people with mental health, substance use and trauma-related challenges, by promoting health, wellness and recovery, with full community inclusion, so that all may achieve maximum potential in communities of choice.

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Start Your Workweek Mindfully

a weekly NYAPRS 5-minute retreat



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Ruth Colon-Wagner

Ruth Colón-Wagner currently works with NYAPRS as the Director of Training & Development and has over 30 years of experience in the fields of Child Welfare, Homeless Services, Employment, and Mental Health Care working with children, adults, and families. For the last 25 of those years Ruth has worked in a variety of leadership positions. Prior to joining NYAPRS, Ruth served as Director of Rehabilitation and Treatment of adult mental health services in the Hudson Valley region of New York. Through a systematic culture change process, Ruth brought recovery-based, person-centered and culturally competent approaches to increase staff competency and increase client outcomes.

Ruth also works to bring various trainings, webinars and conferences on Cultural Competency issues that includes the cultural construct in America, racism, systemic oppression, the racial divide, realities of power and white privilege, micro aggressions and solutions for community transformation. Ruth was trained in Undoing Racism® by The People's Institute for Survival and Beyond.

As Director of Training & Development, Ruth manages various System Transformation initiatives which includes individualized technical assistance to organizations around the nation on Organizational Culture Change from traditional care to a recovery-oriented system of care; organizational capacity building and sustainability, board development, succession planning and strategic planning. Ruth's other specialties include Group Facilitation, Program Management and Compassion Fatigue. Ruth is also certified as a Dialectical Behavioral Therapist, a Functional Family Therapist and a Life Skills Educator. Ruth received her MSW from Hunter College School of Social Work and is licensed as a social worker in New York State.



Before We Get Started...



- Today's webinar is being recorded and you can find the recording and PowerPoint posted on our website at www.nyaprs.org.
- NYAPRS is providing CEs for Social Workers, CPRPs, LMHC, CRCC, and Certified Peers through the NYS Peer Certification Board.
- In order to receive CEs, you must be in the virtual room and not on the phone and complete the evaluation within 48 hours.
- Please keep your phones muted and your cameras off.
- Closed captioning is available. To enable closed captioning:
 - Hover your mouse over the closed captioning icon at the bottom of the screen
 - Use the arrow on the right and select "show subtitle."
- Use the chat box to type in any questions or comments for the presenters.

Objectives

- Understand the importance of developing strong communication with staff
- Identify effective strategies to building strong relationships with staff
- Identify the steps necessary for successful outcomes when facing difficult conversations



Chat Box Question

CHALLENGES:

What challenges do you find with Supervising staff remotely?

recommended

STRATEGIES

increase communication

ACKNOWLEDGE FEELINGS

- Always check in emotionally and determine if intervention is required
- Staff overall wellness is priority!

INSTITUTE A COMMUNICATION PLAN

- Work discipline & Timekeeping
- Orient staff to working from home
- Where do you work?
- Technology
- Identify an open-door policy OR clear hours
- Create a consistent supervision and team meeting schedule

build a strong relationship

- Consistent and frequent team meetings to support team building and support emotional health
- Check-in with each staff person individually to ensure they are well, acclimating, work is moving along, opportunity for them to ask questions
- Value each employee and their contributions
- Practice trust – staff can find their creativity when they are not micro-managed
- Determine what level of oversight each staff person needs. It's always preferable to not micromanage, however, some people may need more step by step direction until they acclimate to working from home.

teambuilding

- HUDDLES! - - Consider weekly or daily morning “Huddles” where the entire team gets together and shares the work for the week or day and progress since the previous huddle.
- Build in time to catch-up personally and professionally.
- Elicit work-related concerns and address them positively understanding the particular stress people are under – personally re: COVID and professionally re: working differently
- Begin sharing funny stories or memes via email to the team, everyone will begin to comment and also share their funny ideas and thoughts, etc.
- Create a “Show and Tell” where staff take pictures of their workspace, brings the staff closer together when they have an image in their minds.
- Show pictures of your pets to the team – or bring them up to the camera
- Make meetings fun by changing up your background graphic (when available)
- Professional Development
 - Identify areas of skill building needed and appropriate
 - They will learn and have an opportunity to further bond with their team, when all are in the virtual training space.

work output and productivity

- Expectations: Pre-COVID responsibilities vs. Remote work realities
- Special Projects/Tasks: Clear with instructions, expectations and what the final product should look like and set due dates
- Receive updates on overall work output/productivity and status of special projects at each weekly supervision session. To provide more structure, give them specific questions to respond to regarding their work.
- Consider workforce development trainings via webinar (aids teambuilding)
- Supervisor and staff - Read practice-oriented or other relevant books that have been on your reading list for a long while. Set expectations about reporting out with set meetings for this purpose.

Sometimes things can go
wrong...

STRATEGIES FOR ENGAGING IN DIFFICULT
CONVERSATIONS WHILE WORKING REMOTELY



Which of these two describe you after having a disciplinary conversation?

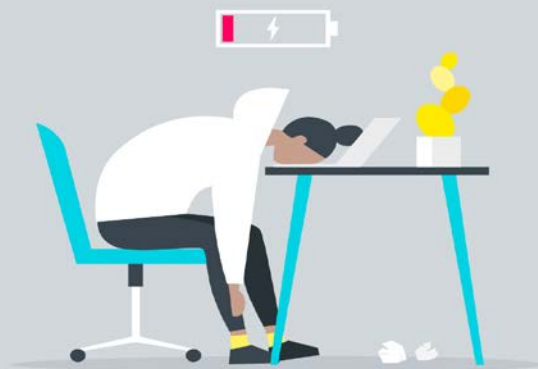
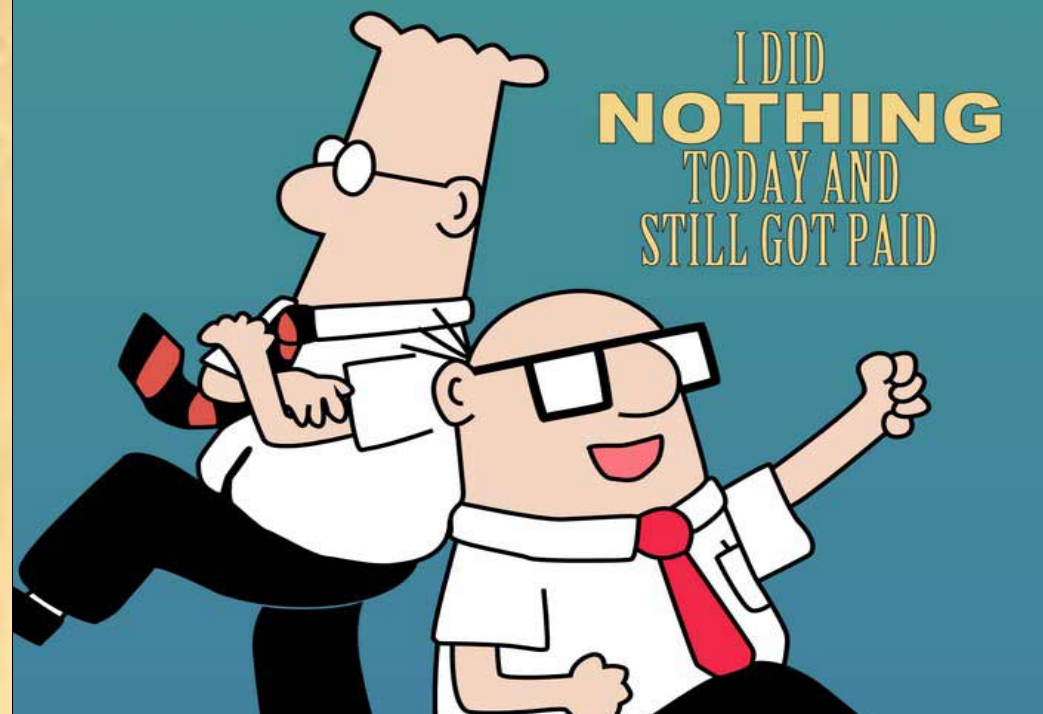
What happens when we skip supervision?

My job is:

- Rewarding
- Satisfying



**SLOWLY
CRUSHING
MY SOUL**



People are people and something will always
go wrong!

REFUSES TO GET ON CAMERA



UNPROFESSIONAL ATTIRE

Meeting Considerations

Start by asking yourself a few questions:

- Technology – ensure technology is working properly and you know how to use it. There is increased anxiety when technology doesn't work.
- Be specific, do not dilute the message - what is the purpose of the conversation and the nature of the problem you'll be addressing and the corrective action?
- Virtual meetings can be difficult to stay focused – reduce distractions around you.
- Maintain your authority while improving the relationship.
- What facts do you have to support your position?
- What is the history of the problem? What has been done in the past to address it?



Do's and Don'ts

- Consider the best day and time
- Conduct the meeting on camera
- Knowing when to bring in another person. Don't try to handle certain conversations alone
- Don't get into a debate
- Do be direct
- Keep it professional
- Remind employee of available resources (e.g. EAP)
- Be compassionate
- Don't forget to follow up (even virtually): email some resources, performance evaluation, job description, etc.
- No substitution for mentoring and coaching the supervisee

Difficult Conversations

Strategies

If the supervisee is very worked up, use calming strategies

- Model relaxed breathing, suggest they get water/tea, etc., take a break (last resort)

Identify and validate

Identify and validate the emotion and move to facts

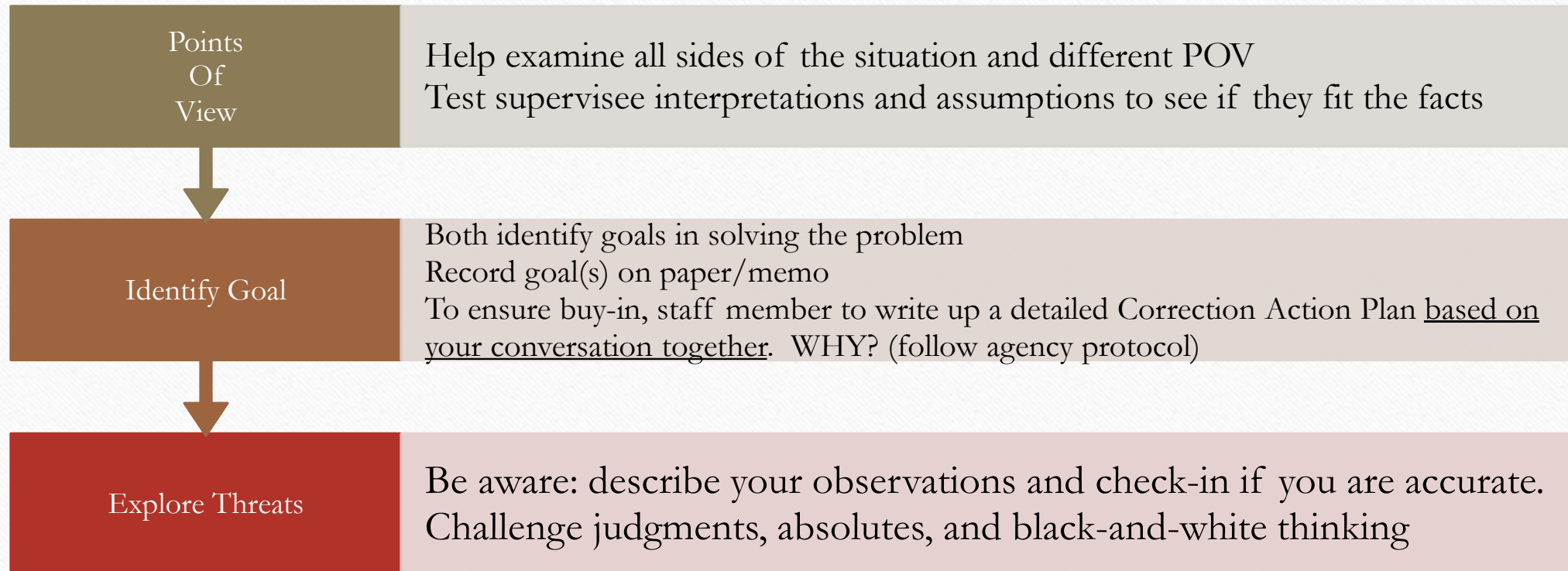
- Validate the emotions around this difficult conversation but staying focused on emotions can distract the message
- Connect the performance to before COVID and since working remotely

Facts
Only

Ask supervisee to describe only the facts

- You describe the only facts

Difficult Conversations



Difficult Conversations

Develop
Strategies

Help the supervisee to develop strategies

- Choose a solution/action plan that fits the goal(s) and is likely to work.
- If the supervisee is unsure, do pros and cons to compare the solutions.
- Orientation to the disciplinary process: walk through/role play what the supervisee will do if the worst case happens

Follow
Up

Follow up

Consistent weekly supervision is key even if it pains you!



In my defense,
I was left
unsupervised.

Chat Box Question

OPPORTUNITIES:

What has surprised you in doing supervision remotely?

who is taking care of the supervisor?



Supervisor



Management/HR/EAP



Your Peers



Friends and Family



You

Q&A



Contact me for
PROVIDER-SPECIFIC TRAININGS
in-person or webinar

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References

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- The Children's Aid Society
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