

# Creating a High Impact PROS Team

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## Objectives:

In today's fast-paced environment, the ability to work effectively as a cohesive unit is more critical than ever. This workshop will provide:

- Participants with the tools, techniques, and insights necessary to enhance teamwork
- Improve communication
- Elevate performance to ensure that service participants have the support necessary to achieve personally meaningful goals.

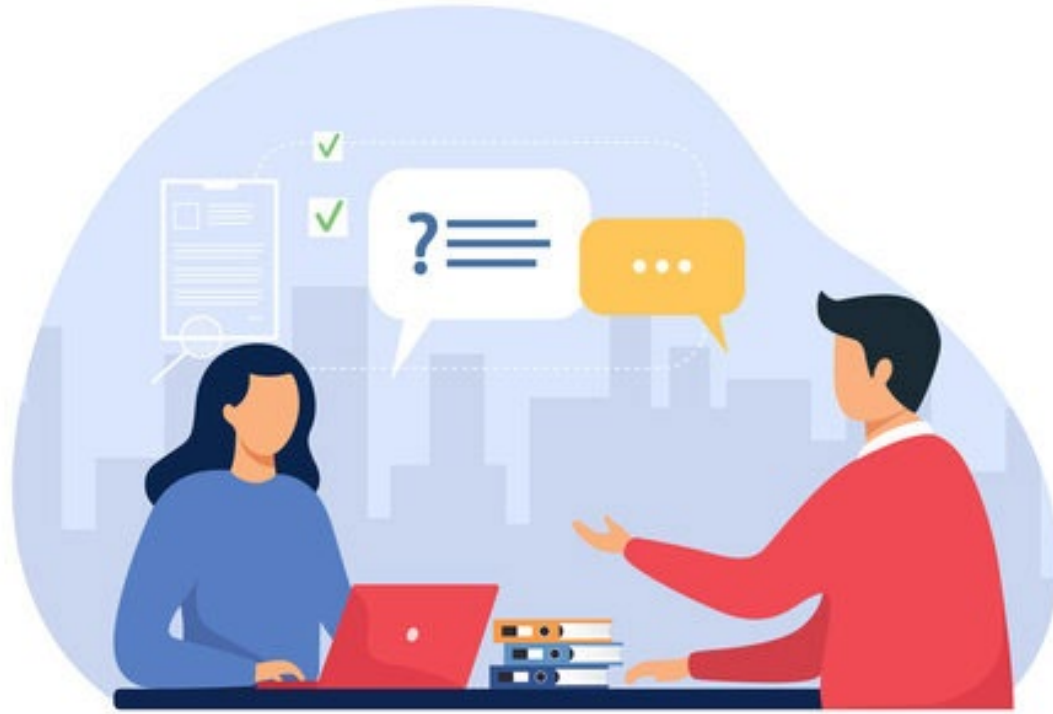
Break Out Activity: Think of a time when you felt like you were working in a cohesive team to support clients' recovery process. Break into groups/within tables and write down those qualities.



## Interviewing process to bring in new staff

- Considerations for new candidates
- Possible interviewing questions that has worked for us
  - What is the most challenging scenario you had with a client or at work?
  - What was the most successful/positive scenario you experienced with a client or generally at any of work experiences?
  - Discussing about having a work-life balance. Tell me some things you like to do outside of work.
  - If you were to teach a class/group, what would you like to teach?





Break-out activity: As groups, discuss about interviewing questions you have found effective/helpful when you conducted interview. If you were interviewed, which questions did you feel would help the interviewers give a good sense of you.

## Staff meetings

- Daily morning meetings/or at least 3x morning meetings – discussion of coverage,
- Case conference – full staff discussing about clients/training
  - Kate – every other Wednesday 2-4pm
  - Daisy – every Wednesday 3-4pm



## Elevate performance among staff

- Provide training – utilizing The Alliance, InUnity, Center for Practice Innovations, having community-based trainings – supporting and engaging the team to improve outcomes
- Getting to know your staff and using their strengths to help each other increase clients' engagement and support each other
- Having activities throughout year i.e. Thanksgiving party/potluck, Holiday party and acknowledging little celebrations such as someone gets licensed, finishing semesters

## Conclusion

- This is not a “one and done” thing
- Team and OMH regulations will have periods of changing and adapting to those changes
- Trial and error basis but it would be helpful to include the team and figuring out the trial and errors
- Even though as leaders, we don't make all of the decisions but include staff's input in the decisions that need to be made