Tips for Effective Staff Training & Supervision

Disclosures:
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Introduction

- Who are you?
- What roles do you play?
- What takeaway value/pearls might this have for you?

“Begin with the end in mind” – Covey

- “Where do I/we want to go?”
- “How will I be different when I get there?”
- “How will I know I’ve arrived?”
What is Training?

- Transfer of information
- Skills building
- Transfer of technology

What is Supervision?

- Performance expectations
- Oversight & monitoring
- Coaching & redirection
- Feedback & evaluation
- Discipline leading to growth & development

Creating a Functional Structure

- Defining roles & accountability
- When teacher?
- When student?
- Coaching & facilitating

Goals: Defining the Content

- SMART Goals
- Specific
- Measurable
- Attainable
- Relevant
- Time-Bound
Defining the Process

- Become shared stakeholders
- “Win-Win”
- Building a great relationship
- Mutual empowerment

Role of Expectations in Conflict

- “A conflict in expectations is the common factor in all HR problems.”
  Walt Underwood

Create Optimistic Expectations

- Positive attitude, outlook, & expectations
- “Placebo Effects”
- “Self-Fulfilling Prophecy”

Use Focus to Shape Outcomes

- “What you focus upon tends to expand” – Dyer
- Be selective/purposeful
- Visualize results
- Shift from problems to solutions, from what is impossible to possible
### Adjustment & Growth
- Power = Responsibility
- Confronting vs. enabling
- Eustress vs. distress
  - Selye

### Parkinson’s Law
- Time pressure & performance
- Anxiety curve
- Finding the Sweet Spot

### Central vs. Shared Power
- Prescribing expertise
- Evoking unique ideas & passion

### Failing Forward – John Maxwell
- Reframe mistakes as stepping stones & future equity
- Regroup, retool, & return
- Provide forgiveness, not enabling
Sharing the Merit...Takeaway Pearls