

North Carolina Supervisor Office Hours for Practice Standards

Welcome!

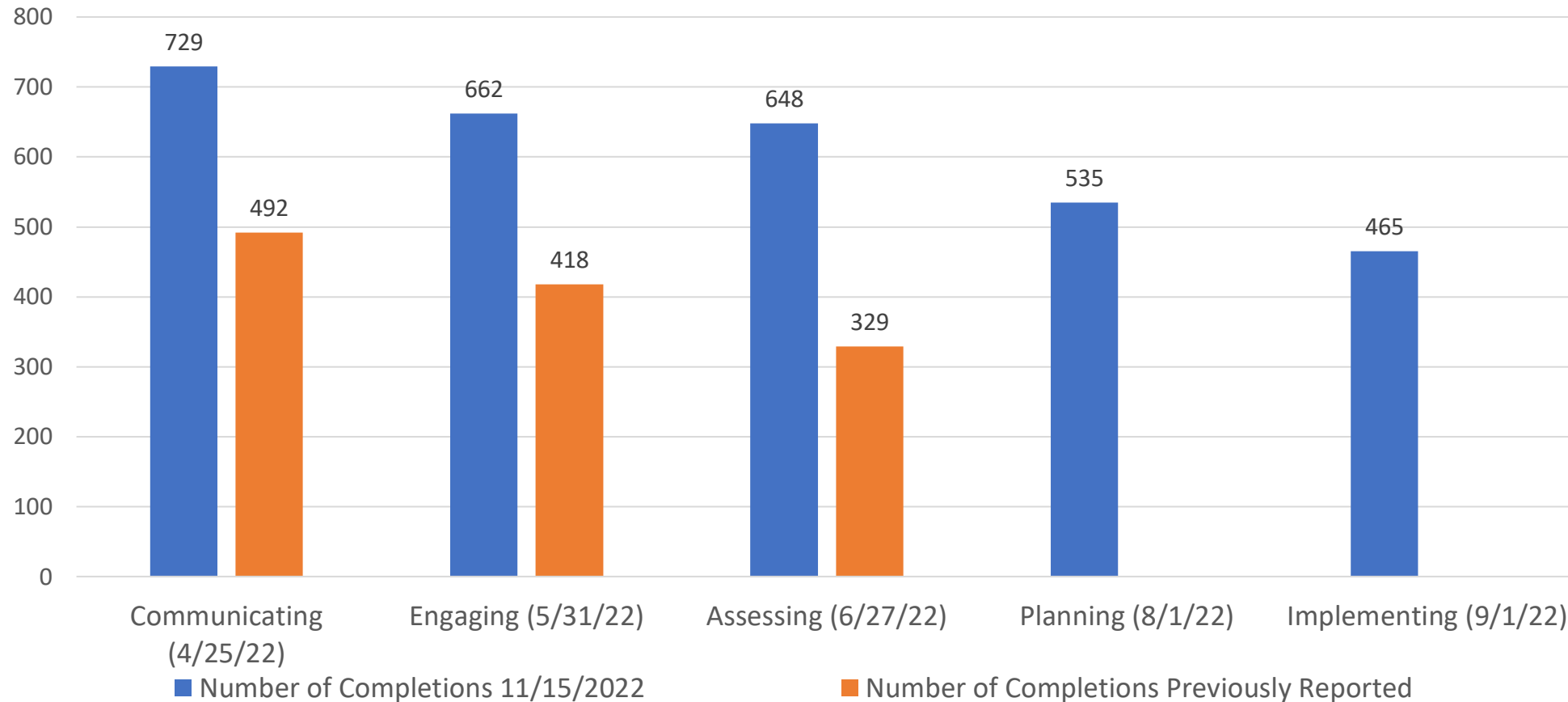
Please:

- Turn your camera on
- Introduce yourself in the chat
- Be prepared to have an engaging conversation

Supervisor Training Completions



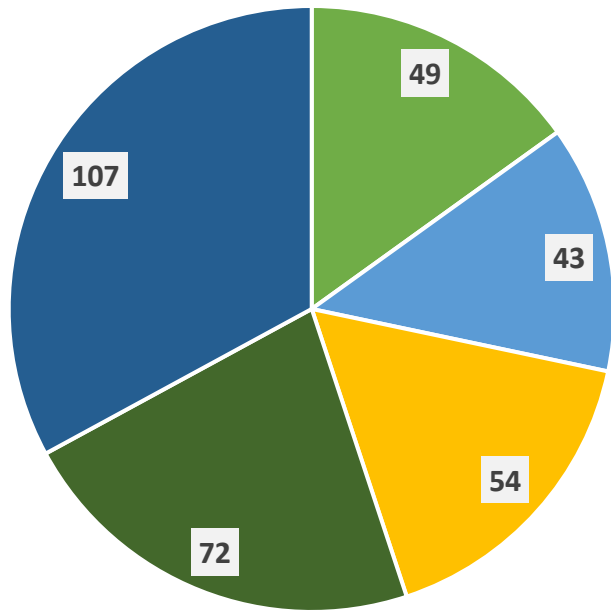
NC Supervisor Practice Standard Training Completions



Supervisor Evaluation Highlights

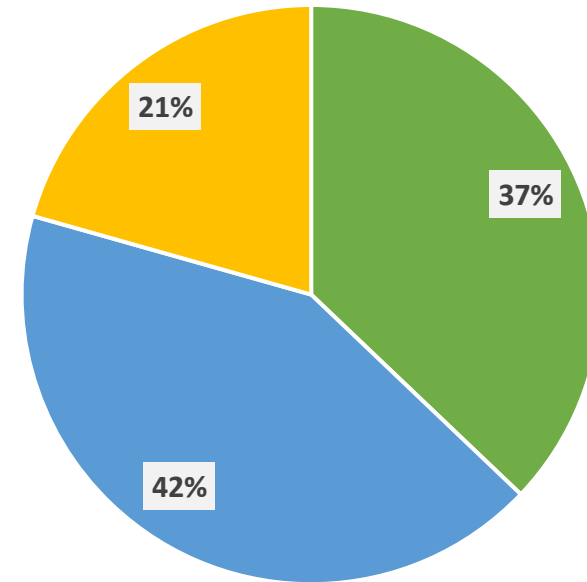
From the Supervisors Trainings Completed October 2022 (102 Surveys):

Number of Trainings Completed in October by Type



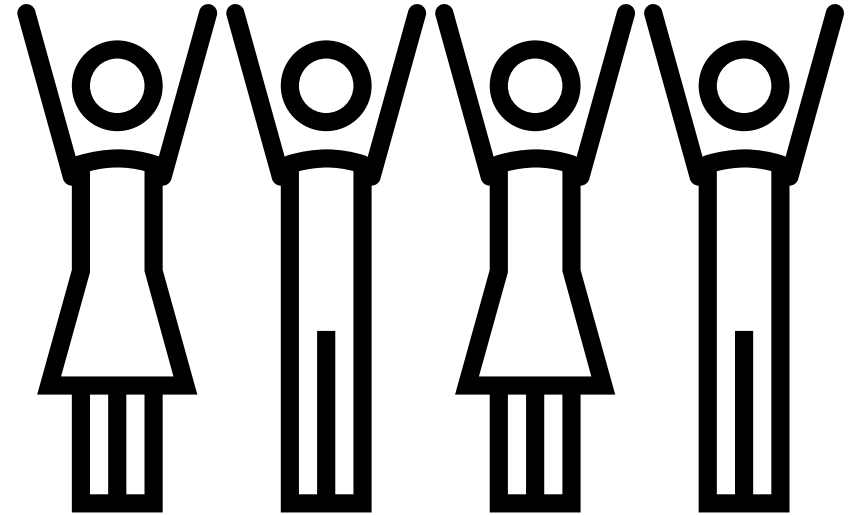
■ Communicating ■ Engaging ■ Assessing ■ Planning ■ Implementing

Overall, how would you rate this course? (across all courses taken in October)

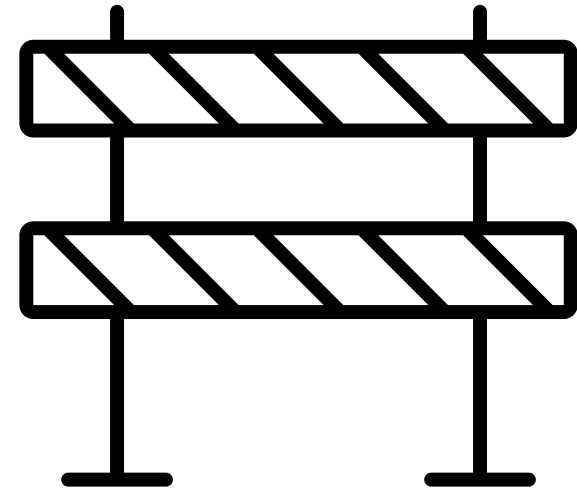


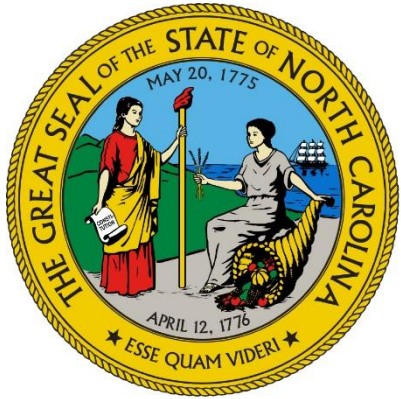
■ Very High ■ High ■ Moderate

Using the Chat, share a word or two about how you feel when you are successful in engaging a worker.



Using the Chat, share a word or two about how you feel when you are challenged engaging a worker.

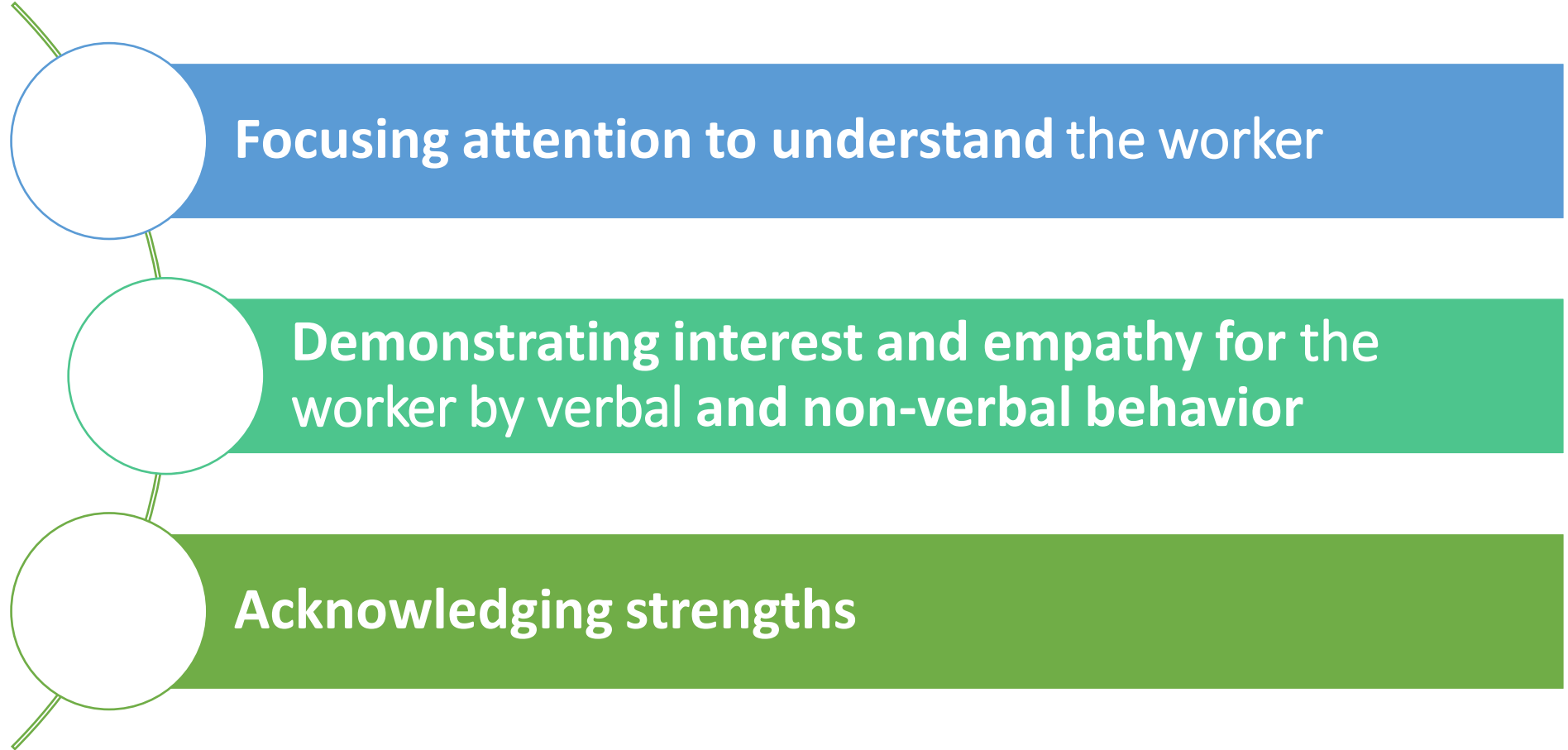




Engaging as a Supervisor

Engaging as a Supervisor

Empowering and motivating workers, families and stakeholders through open and honest communication, demonstrating respect, and valuing their input and preferences.



Engaging Activity

Scenario

You are a supervisor in a child welfare agency. Your unit has been experiencing interpersonal challenges (you have 2 very new workers and 3 experienced workers). The 2 very new workers feel the experienced workers boss them around and that they don't do things according to policy. The 3 experienced workers feel the new workers are disrespectful and require too much attention from you, the supervisor.

Breakout Groups

1. How will you engage your staff to build consensus to reach agreement on how you will work together as a team?
2. How will you engage your staff to manage conflict by encouraging differences of opinion and resolves friction or disagreements in a constructive manner?

Report Out:

What were the themes in your breakout discussions?

Engaging Action Steps

Based on our conversations today, what is something that you heard that you plan to try with your staff?