

# IMPROVING DAILY PRACTICE

Meaningful Case Conferences  
With Workers

Jeffrey H. Roley, MS

Director Child Welfare  
Bethany Christian Services  
Grand Rapids

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McKenzie Consulting,  
Inc.



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## Agenda for today

- Short introduction
- Questions/Assumptions
- 5 Skills of supervision
- 5 Functions of supervision
- Making supervision meaningful
- Supervisory Session
- Supervision Box
- Practice
- Q/A's



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## Learning Objectives

- Understand what is necessary and critical to maintaining the quality of client relationships
- Identify effective supervision thinking and behavior that supervisors model to influence and encourage staff practice
- Learn a model for effective supervisory session/case conferencing
- Understand the importance of measurement and outcomes resulting in improved services to clients



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## Questions & Assumptions

- Questions that you want answered today...
- Assumptions common to us re: supervision...

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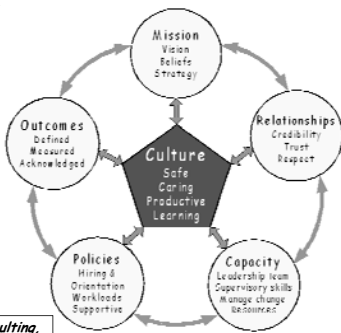
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## Assumption 1: Leadership Model




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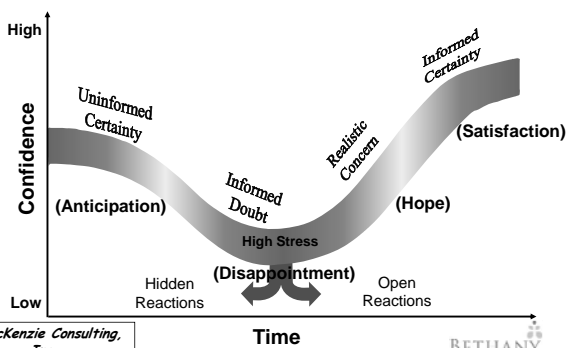
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## Assumption 2: The Cycle of Positive Change




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Discussion: Thinking about stress

As a group discuss the following:

1. How did you feel when you first got your job as a new supervisor?
2. What precipitated your first "crisis of confidence" as a supervisor?
3. What and/or who helped you to get through the low times and onto the next level of confidence?

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Assumption #3: Good Supervision is Critical to...

- Understanding that behavior within organizations is often role driven
- Understanding that some difficulties of the supervisory role are due to conflicts inherent in the position
- Understanding the importance of open and trust-filled, and often, immediate communication
- Understanding the importance of personal credibility and integrity
- And understanding that improved outputs for clients are a result of quality inputs into staff



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The 5 Functions of Supervision

1. Professional Development of Staff
2. Working with Differences
3. Communication
4. Teamwork and Positive Culture
5. Performance & Outcomes

**All of these functions affect the quality of our case conferences with staff!**



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## Building a Professional Partnership

- Giving priority to maintaining a regular schedule of supervisory sessions with staff
- Doing what they say they will do
- Finding necessary resources and breaking down barriers so work can get done
- Creating an environment where staff feel physically and emotionally safe



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## Building a Professional Partnership

- Showing care and concern for individual staff and their families
- Maintaining confidentiality
- Being respectful and discreet in work with staff – what happens in supervision stays in supervision
- Being sincerely interested in and open to the needs of staff and the children and families they serve



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## Building a Professional Partnership

What are your ideas that you have found effective?



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**The 5 Skills of Supervision** (Patrick Lencioni)

- Building Trust
- Mastering Conflict
- Achieving Commitment
- Embracing Accountability
- Focusing on Results




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**Activity**

- List ways you build trust with your staff...

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**10 Behaviors of Supervisors**

- Reading (Life-long learner)
- Writing (Life-long contributor)
- Watching
- Wandering (MBWA-Tom Peters)
- Listening
- Discussing
- Teaching
- Counseling
- Busting (Barriers to goal achievement)
- Evaluating

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### The 3 Signs of A Miserable Job (Patrick Lencioni)

- Anonymity
- Irrelevance
- “Immeasurement”



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### The 5 Aspects of Supervisory Session

- Structured
- Regular
- Consistent
- Case-oriented
- Evaluated



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### Making Case Conferences Meaningful

- Be prepared before hand (know the cases)
- Recap previous discussion and agreed action steps
- Information update
- Ask open questions
- Be mindful of “delegating up”
- Problem solve with a strength-based focus
- Identify options/possible solutions
- Assess possible consequences
- Summarize and follow-up

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## The Supervision Box (Dr. Floyd Alwon – CWLA)

<b>STAFF</b>	<b>SYSTEMS</b>
<b>CLIENTS/STAKEHOLDERS</b>	<b>PERSONAL</b>

BETHANY.  
CHRISTIAN SERVICES

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## Principles of Support

- Wherever possible, ask the staff person to assess their own performance
- Start the meeting on time, and with positive realistic expectations in order to establish rapport
- Adapt your management style to the individual
- Be sensitive and self-aware

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## Practice Activity

- Take a real situation that you have and using the Supervision Box, interview your “supervisee”
- Identify and agree upon action steps
- (Normally you would have them sign the original and you give them a copy. That copy would be what you work from during the next conference)

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## Evaluation

- Quality Focus
- Be specific and clear on agreed upon expectations/goals (SMART)
- Review frequently and measure progress
- Verbal feedback each session
- Identify strengths and areas for growth
- Celebrate accomplishments/achievements
- Periodic survey of client and stakeholders gives an outside perspective

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## Did we answer your question?

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## For more information

- Jeff Roley: [jroley@bethany.org](mailto:jroley@bethany.org)
- MSU-SSW: [www.socialwork.msu.edu/ceu](http://www.socialwork.msu.edu/ceu)
- McKenzie Consulting: [judithmckenzie@ameritech.net](mailto:judithmckenzie@ameritech.net)
- Maine Child Welfare Supervisory Academy Competency Model of Supervision <http://www.cwti.org/RR/index.htm>
- Effective Supervisory Practice: Building Competence in Programs Serving Children and Families <http://www.cwla.org>
- Management Sciences for Health & UNICEF (Supervision Visit Plan Form) <http://erc.msh.org/quality/>
- International Child and Youth Care Network <http://www.cyc-net.org>
- The Five Dysfunctions of a Team, & The Three Signs of a Miserable Job, Patrick Lencioni, Jossey-Bass <http://www.tablegroup.com>
- Social Care Institute for Excellence <http://www.scie.org.uk/>
- Handbook of Clinical Social Work Supervision, Carlton Munson



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