

Developmental Disabilities Lecture Series



FALL 2023 WEBINARS



Gina Brelesky, MPA

**Founder and Lead Coach
Experience Human
Fallston, MD**

Person-Centered Supervision

October 6, 2023

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RUTGERS THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES
 Robert Wood Johnson Medical School New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
 New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

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Person-Centered Supervision



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Zoom Webinar Housekeeping


Handouts

- Handouts may be downloaded from the link in the **Chat** box. The link will be posted multiple times throughout the presentation.
- The handouts will also be posted on The Boggs Center website: <https://boggscenter.rwjms.rutgers.edu/resources/video-library>
- Questions may be asked in the Q&A box. You will not be able to type in the Chat box.




Q & A

- We are planning to have a brief Question & Answer session at the end of the lecture.
- In order to ask a question, you have to type it in the **Q&A** box.



Closed Captions (CC)

- Closed captions are available. To turn on captions, click **CC - Show Captions**. To turn off captions, click **CC - Hide Captions**.



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Certificates of Attendance for Continuing Education Recognition

To receive a Certificate of Attendance, you must:

- Be logged onto the webinar from start to finish
- Complete the evaluation ("short survey") at the end of the webinar

Certificates will be emailed to attendees who meet these requirements next week

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Person-Centered Supervision

Yes, we need to be person-centered with our team members too!

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Have you ever worked for someone you felt was a great supervisor?



What did they do?



What did they say?



How did they make you feel?



6

Fully present
and focused on the person in front of them

Listen well
and ask great questions

Value perspectives
and are open to different viewpoints

Respectful
to themselves and others



7

Values at the Core of Person-Centered Supervision

Empathy

Positive Regard

Appreciation

8

WHEN WE USE THIS MODEL OF SUPERVISION WE ARE ABLE TO...

Build strong relationships with our team members.

Build loyalty and trust.

Maximize their professional development.






9



What it is.

Puts the team member at the center of the conversation

Foundation of shared trust, respect, and perspective-taking

Focused on a positive, supportive, and productive work environment

Supports an environment of achievement and well-being





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Based on what we have covered so far, why might using a person-centered model of supervision be important?

To the team member?

To the supervisor and the organization?

To the people supported?

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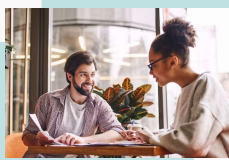

Why it is important.

"You are important!"

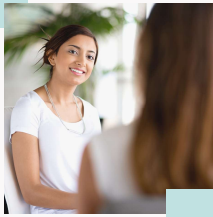
Builds loyalty to the supervisor and the organization.

Gets team members thinking about how they provide person-centered service delivery.

Models: Ways of discussing and exploring issues, ways of understanding personal needs and preferences, and ways of problem solving.

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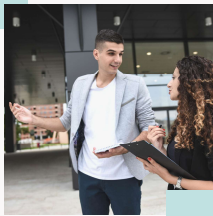
The #1 reason to have person-centered 1:1 time is for the supervisor to truly get to know each team member.

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Supervisors who truly know their team members are able to increase both performance levels and retention.

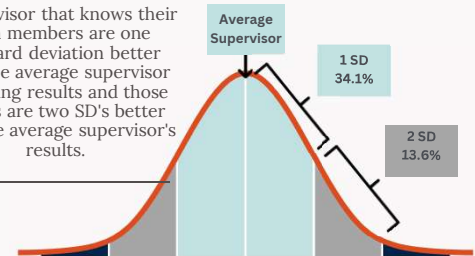
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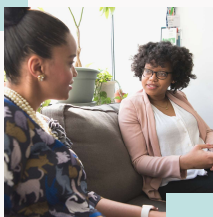
One size does not fit all!

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A supervisor that knows their team members are one standard deviation better than the average supervisor at getting results and those results are two SD's better than the average supervisor's results.



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You may be thinking one of two things...

- "I know my people really well already."
- "I talk to my people all the time."


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Thought experiment:

What's most important to you: your family or your work?

18



Thought experiment:
What's most important to them: their family or their work?




19




"I talk to my people all the time."



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In general, the more a team trusts its manager, the better the results and retention will be.



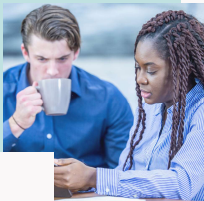
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The quantity and quality of your communication matters.



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How it works.



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The Basic Structure:

A 30-minute meeting, scheduled weekly with each team member.

The agenda is driven by the team member; it is their time to talk about things that are important to them.

The supervisor comes prepared with an agenda.

The supervisor must take notes.



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PUSHBACK.

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PUSHBACK.

“I feel like I am micromanaging my team members.”

26

PUSHBACK.

“I don’t have time to meet every week!”

27

PUSHBACK.

“I talk to my team members all the time.”

28

The Agenda.

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Things we talk about.

- Professional development
- Wins and successes
- Challenges and support needed
- Interests and ideas
- Follow-up
- Items related to the people supported

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Best practices.



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Prepare.

Hold a team meeting
or two to explain this new model of supervision.

Do your follow-up
and have it ready for the next supervision.

Review your notes
so you are refreshed on what you spoke about last week.



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Flow.

The team member talks for 15 minutes
and then the supervisor gets 15 minutes, maybe.

Schedule a separate time to discuss projects,
remember this is their meeting.

Show sincere appreciation to the team member
by being fully present, listening carefully, and responding to their needs, challenges and successes with kindness and gratitude.




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Follow-up.

Send a short email
recapping any actions agreed to or follow-up needed.

If you agreed to check in with one another on anything prior to the next meeting
be sure to put these on your calendar.




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Continuos improvement.

Routinely check in
to be sure you are providing effective supervision by asking, "is there something I might do differently that would better support you?"

Make any necessary changes
such as day, time, style of questions.



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Your thoughts.

What might happen over time?



When people feel seen and heard?

When team members regularly and consistently meet with their supervisor?

When supervisors get to know their team members on a deeper level?

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ENGAGED AND PRODUCTIVE
Working more in line with organizational values and strategic initiatives

STRENGTHENED SERVICE QUALITY & PERSON-CENTERED DELIVERY PRACTICES

REDUCED STAFFING COSTS
In relation to turnover, leave, and misaligned behaviors

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Metrics

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Metrics

Turnover Data Pennsylvania

Year	Turnover Rate
2017	5%
2018	6%
2019	17%

39

Metrics

Turnover Data Maryland

Year	Turnover Rate
2019	12%

40

Metrics

Net Promoter Score PA

Year	Net Promoter Score
2017	+5
2018	+27
2020	+6
2021	+13

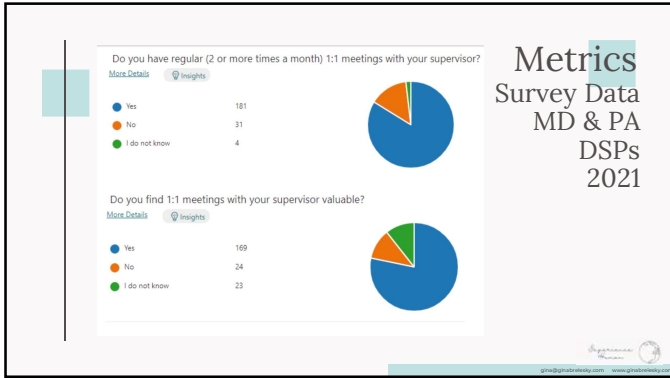
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Metrics

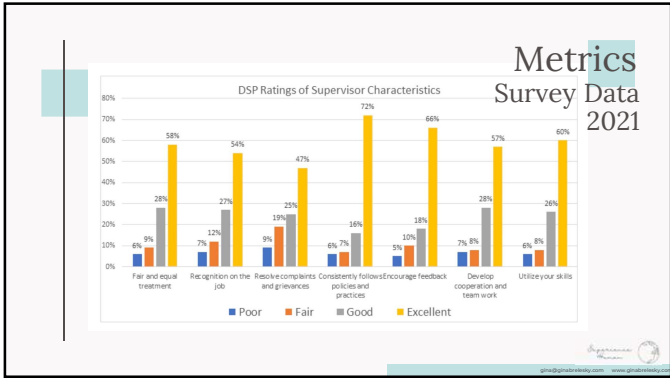
Net Promoter Score MD

Year	Net Promoter Score
2017	-7
2018	-8
2020	+2
2021	+24

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TAKE THE FIRST STEP

What is the smallest step you can take towards implementing a person-centered supervision model?

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Thank You!

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Q & A

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Evaluation

When the webinar ends, a window will appear with a prompt to complete the evaluation ("short survey")

Click **CONTINUE** for the evaluation to open

Thank you for attending and completing the evaluation

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