

RUTGERS

Robert Wood Johnson
Medical School

THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES

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

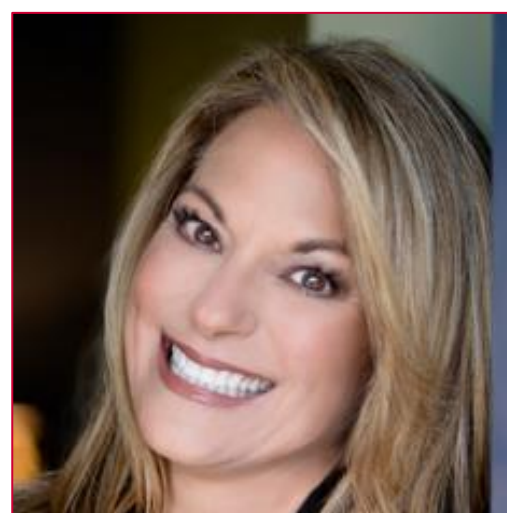
Developmental Disabilities Lecture Series



FALL 2023 WEBINARS



Person-Centered Supervision



Gina Brelesky, MPA

Founder and Lead Coach

Experience Human

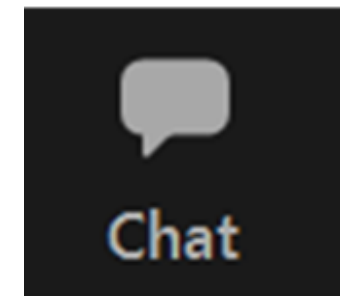
Fallston, MD

October 6, 2023

Zoom Webinar Housekeeping

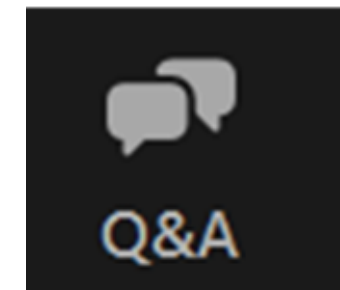
Handouts

- **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.



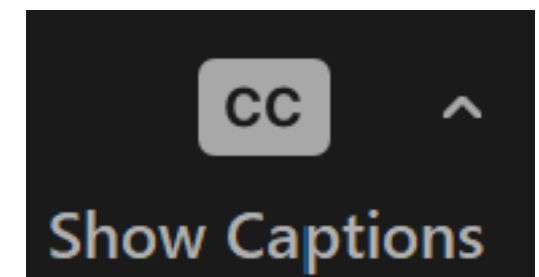
Q & A

- 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**.



Certificates of Attendance for Continuing Education Recognition

To receive a Certificate of Attendance, you must:

Be logged onto the webinar from start to finish
and

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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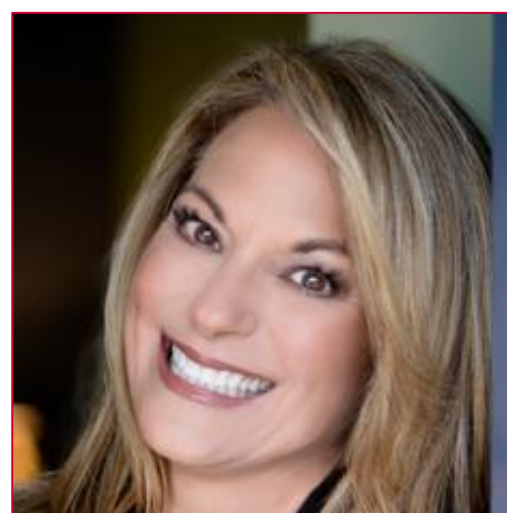
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Person-Centered Supervision

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

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?

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



Values at the Core of Person-Centered Supervision

Empathy

Positive Regard

Appreciation



**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.



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



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?

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.

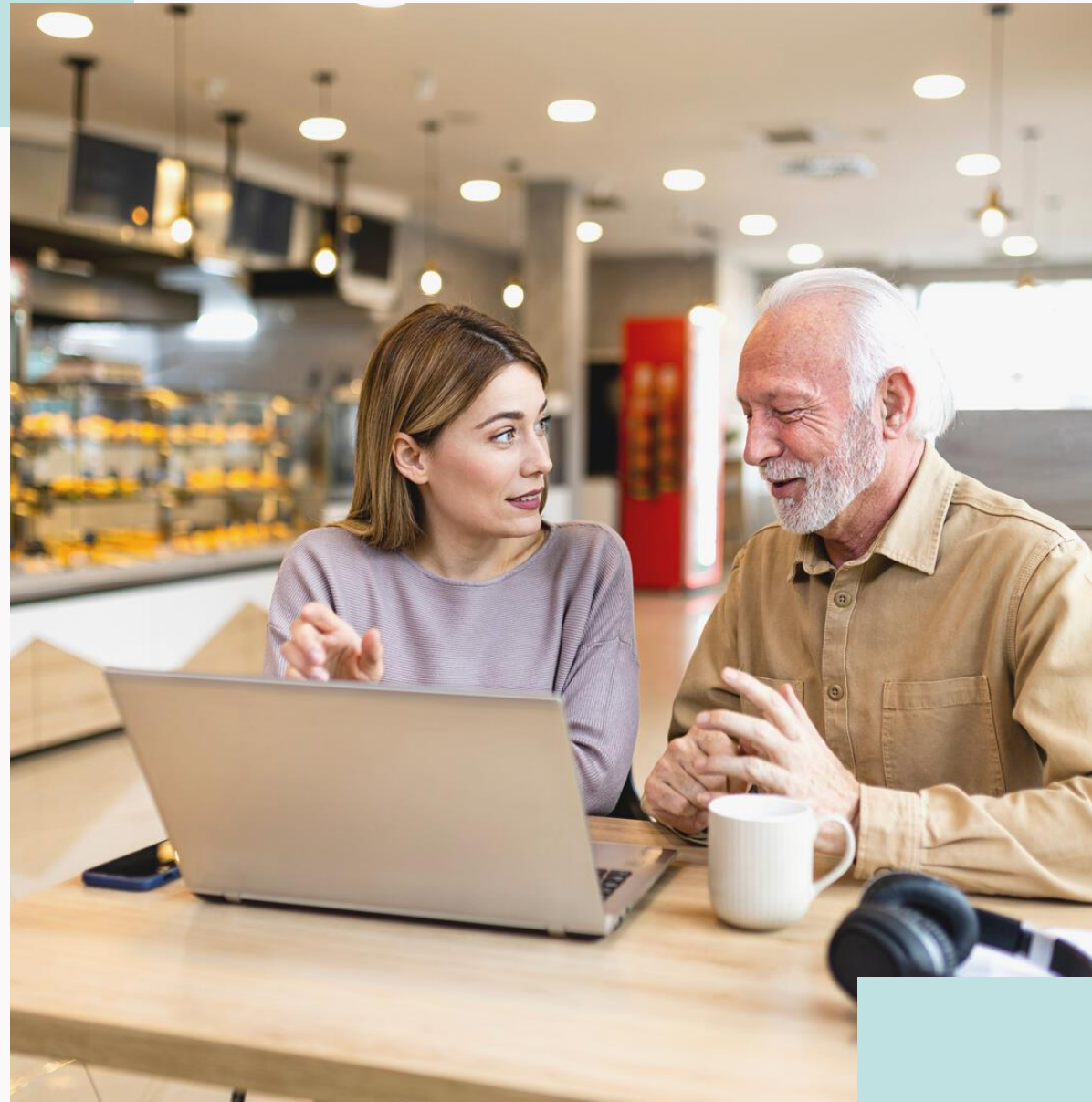


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The #1 reason to have person-centered 1:1 time is for the supervisor to truly get to know each team member.

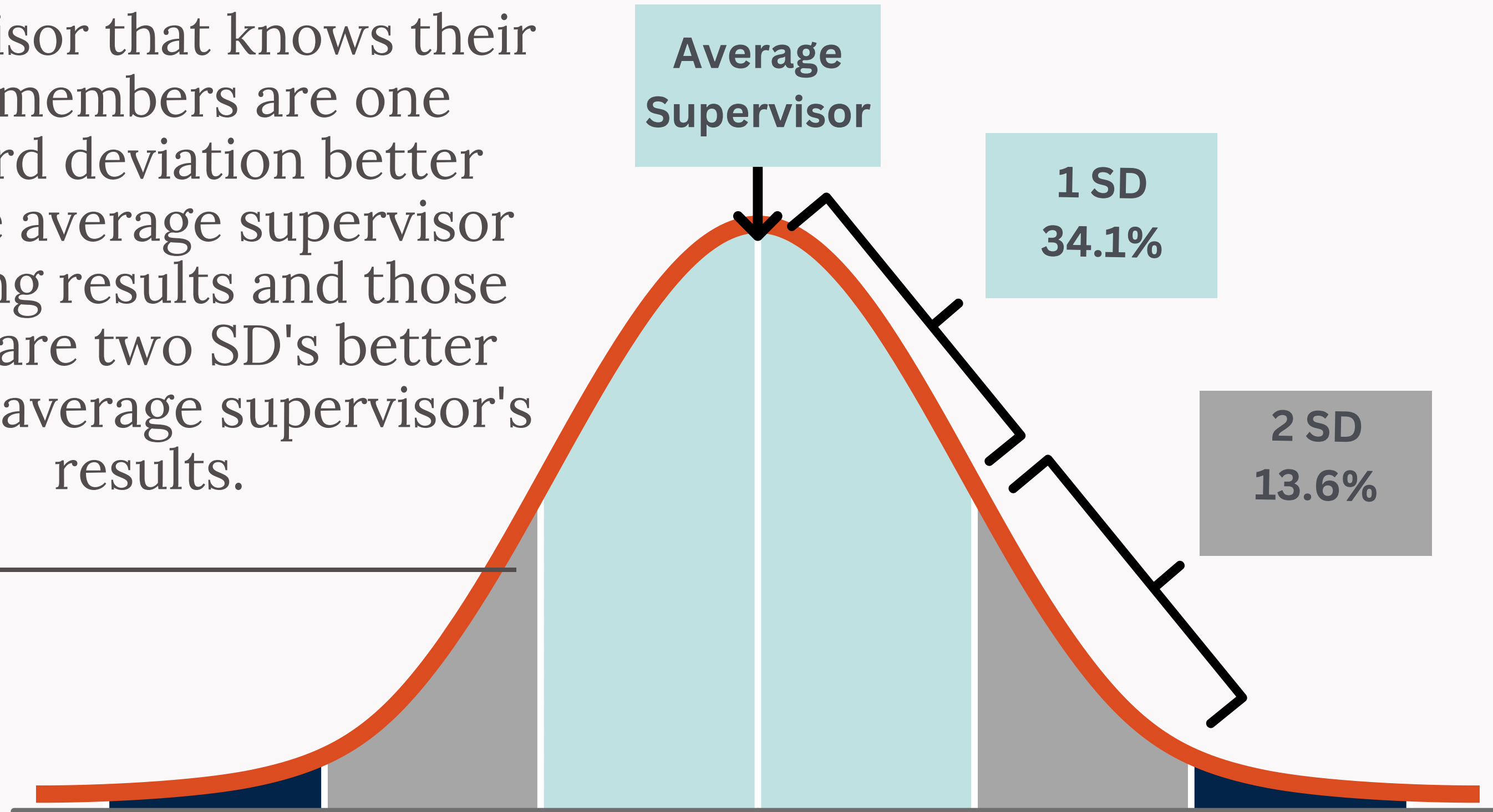


Supervisors who truly know their team members are able to increase both performance levels and retention.



One size does not fit
all!

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.





You may be thinking
one of two things...

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



Thought experiment:

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



Thought experiment:

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



"I talk to my people all the time."



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



The quantity and
quality of your
communication
matters.

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.

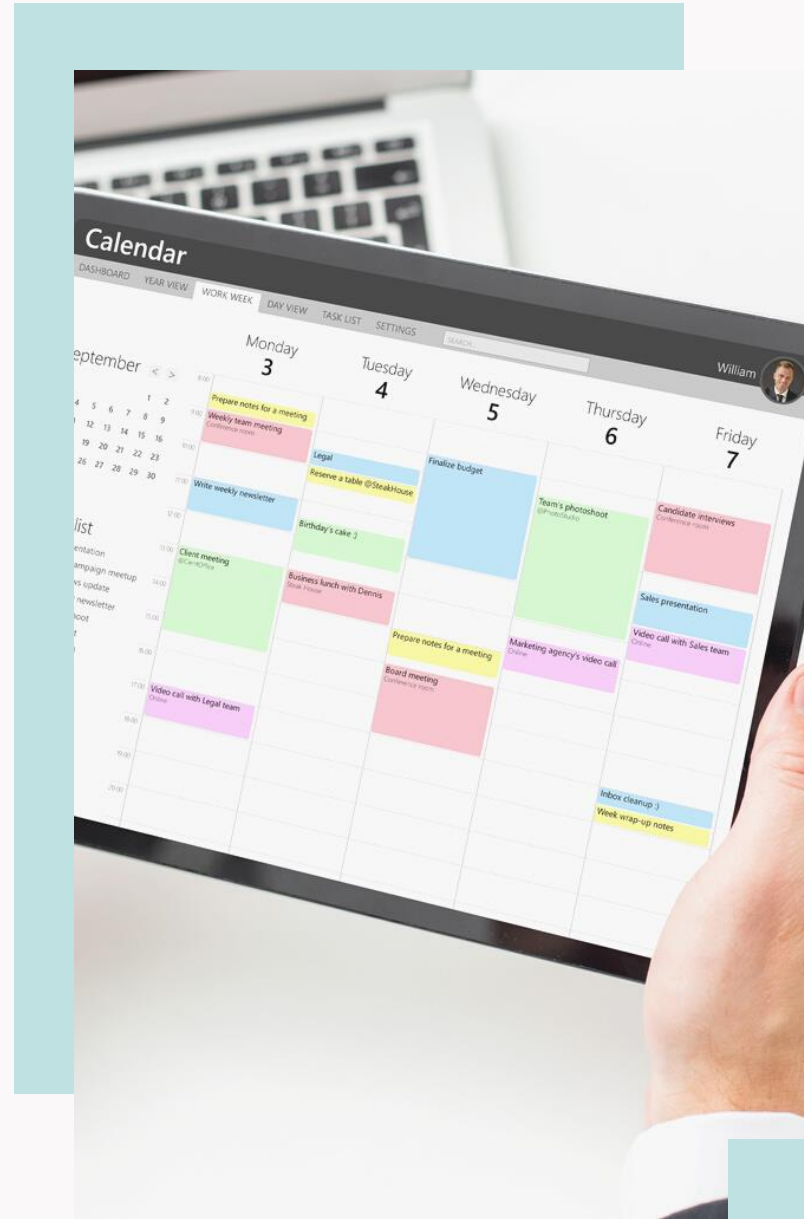
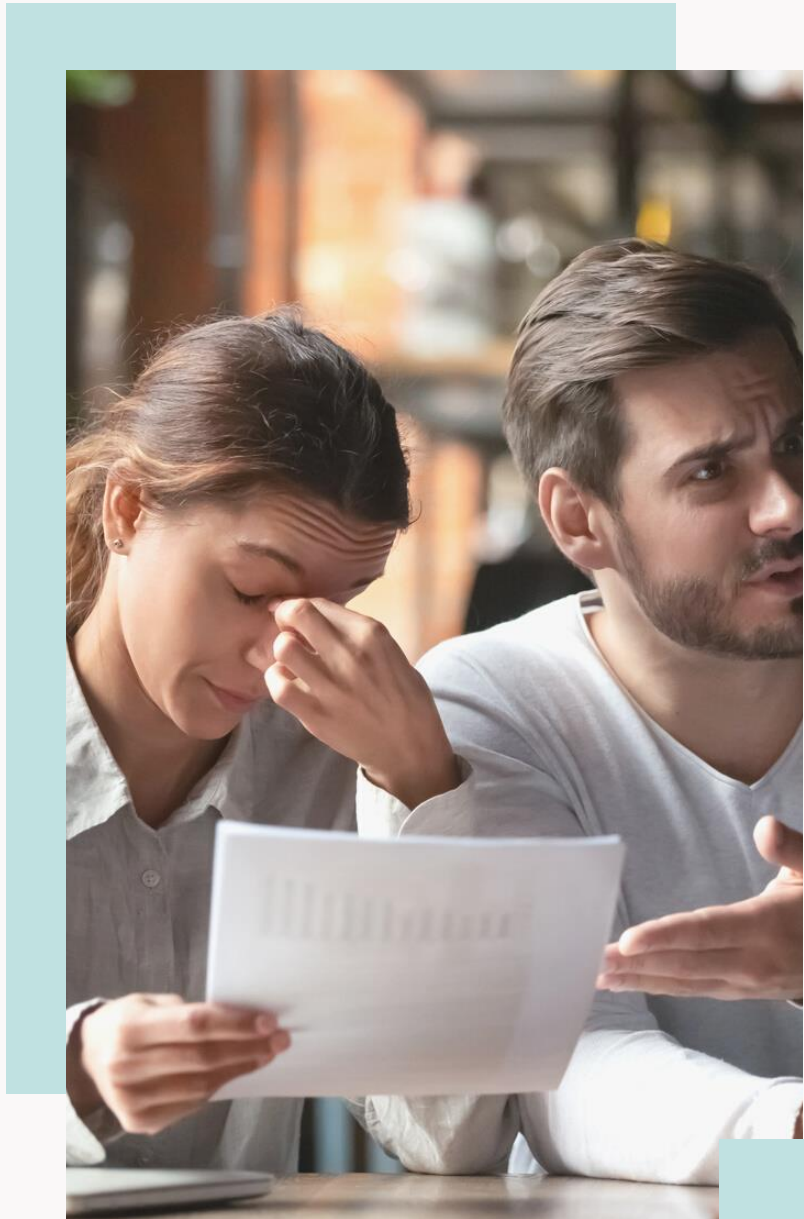
The supervisor comes prepared with an agenda.

The supervisor must take notes.



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PUSHBACK.



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PUSHBACK.



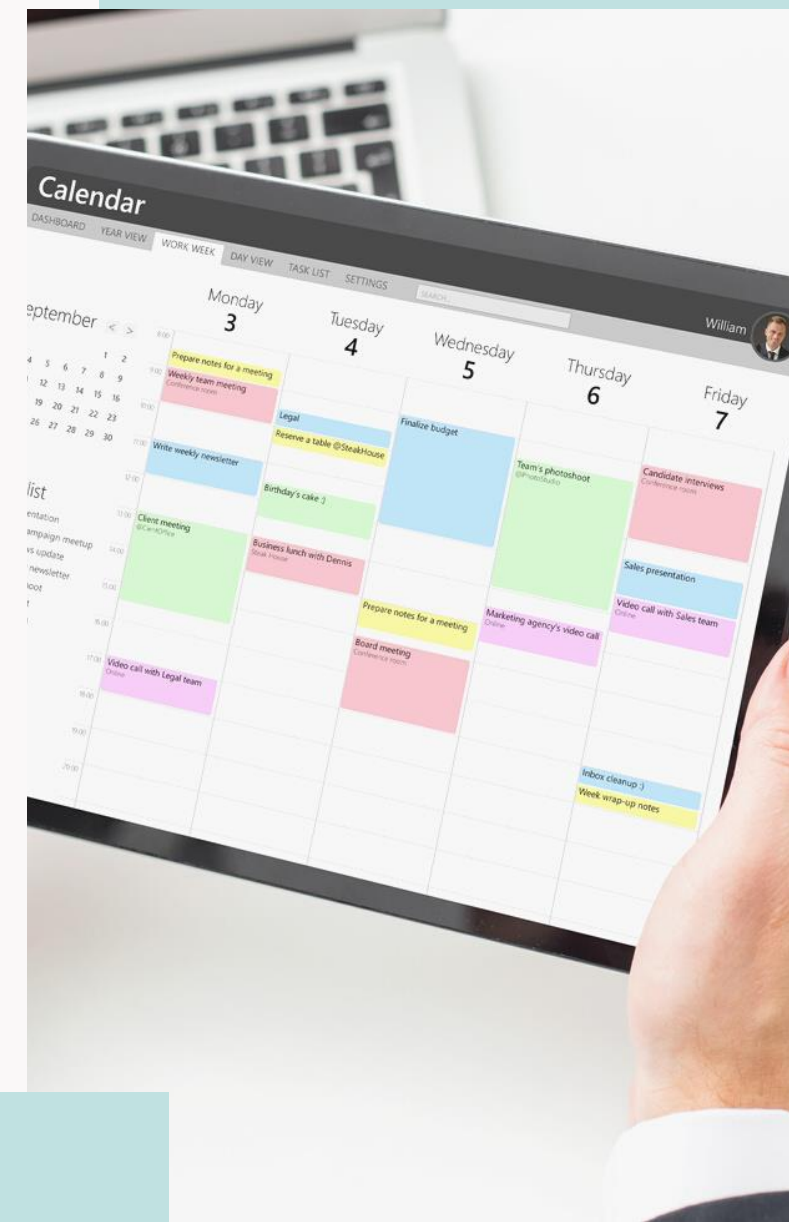
“I feel like I am
micromanaging my
team members.”



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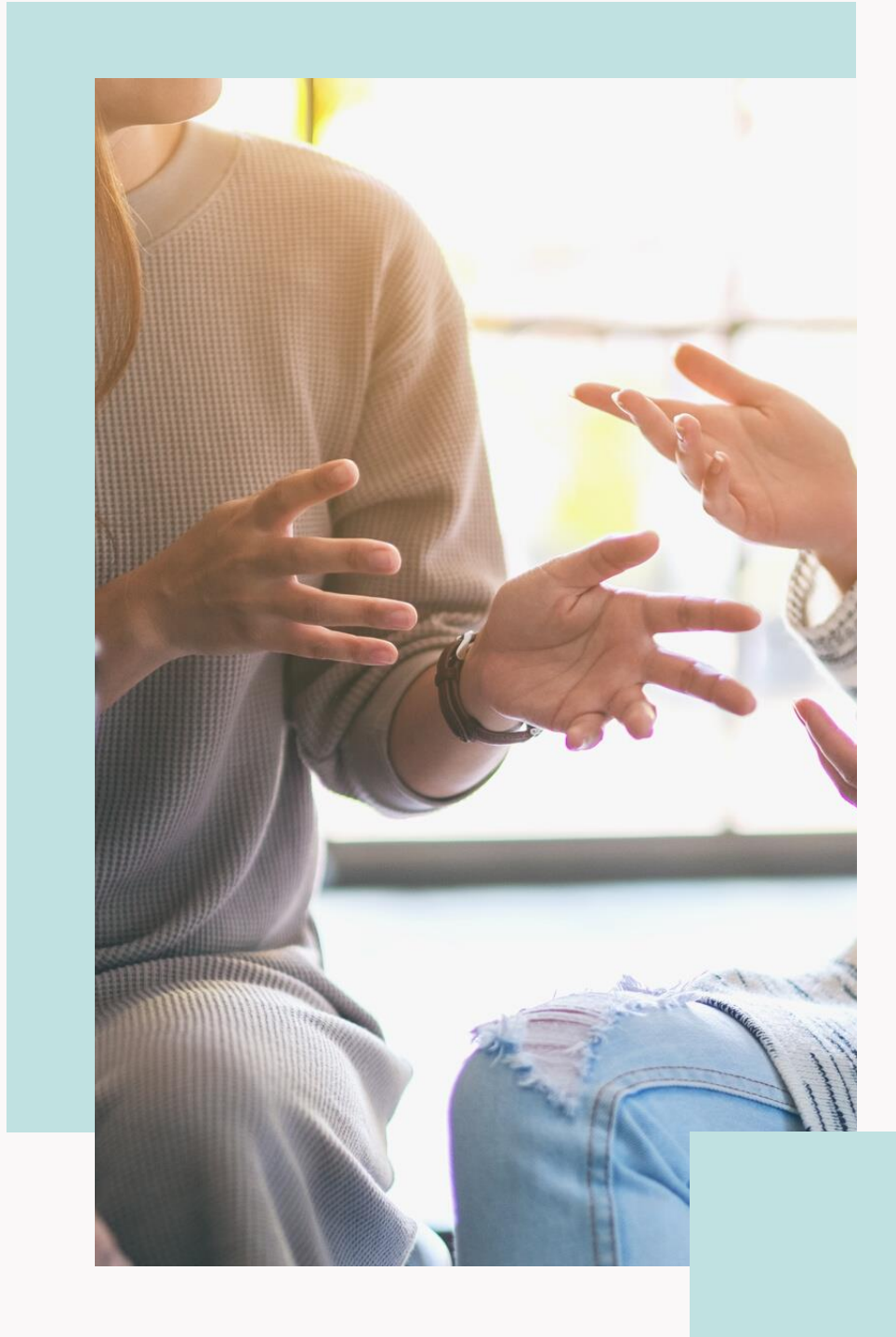
PUSHBACK.

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



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PUSHBACK.



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



*Experience
Human*



The Agenda.



Things we talk about.

Professional development

Wins and successes

Challenges and support needed

Interests and ideas

Follow-up

Items related to the people supported

Best practices.



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.



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.



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.



Continuous 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.



Your thoughts.

What might happen over time?



*When people feel
seen and heard?*

*When team
members
regularly and
consistently meet
with their
supervisor?*

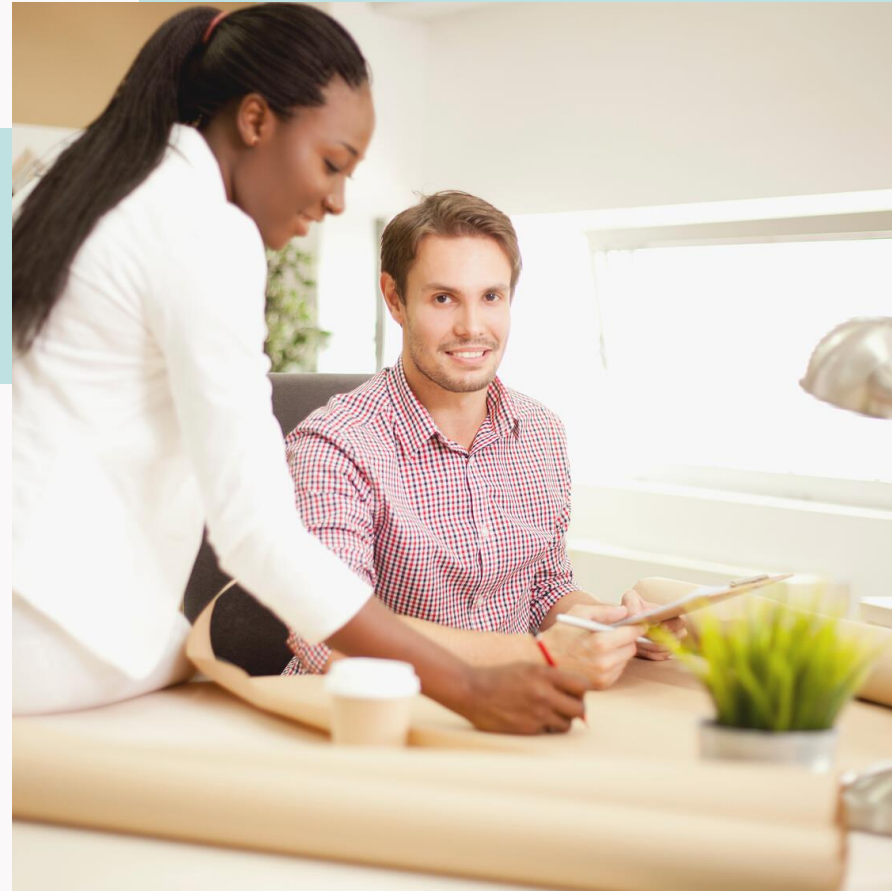
*When supervisors
get to know their
team members on
a deeper level?*



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ENGAGED AND PRODUCTIVE

Working more in line with
organizational values
and strategic initiatives



STRENGTHENED SERVICE QUALITY & PERSON-CENTERED DELIVERY PRACTICES



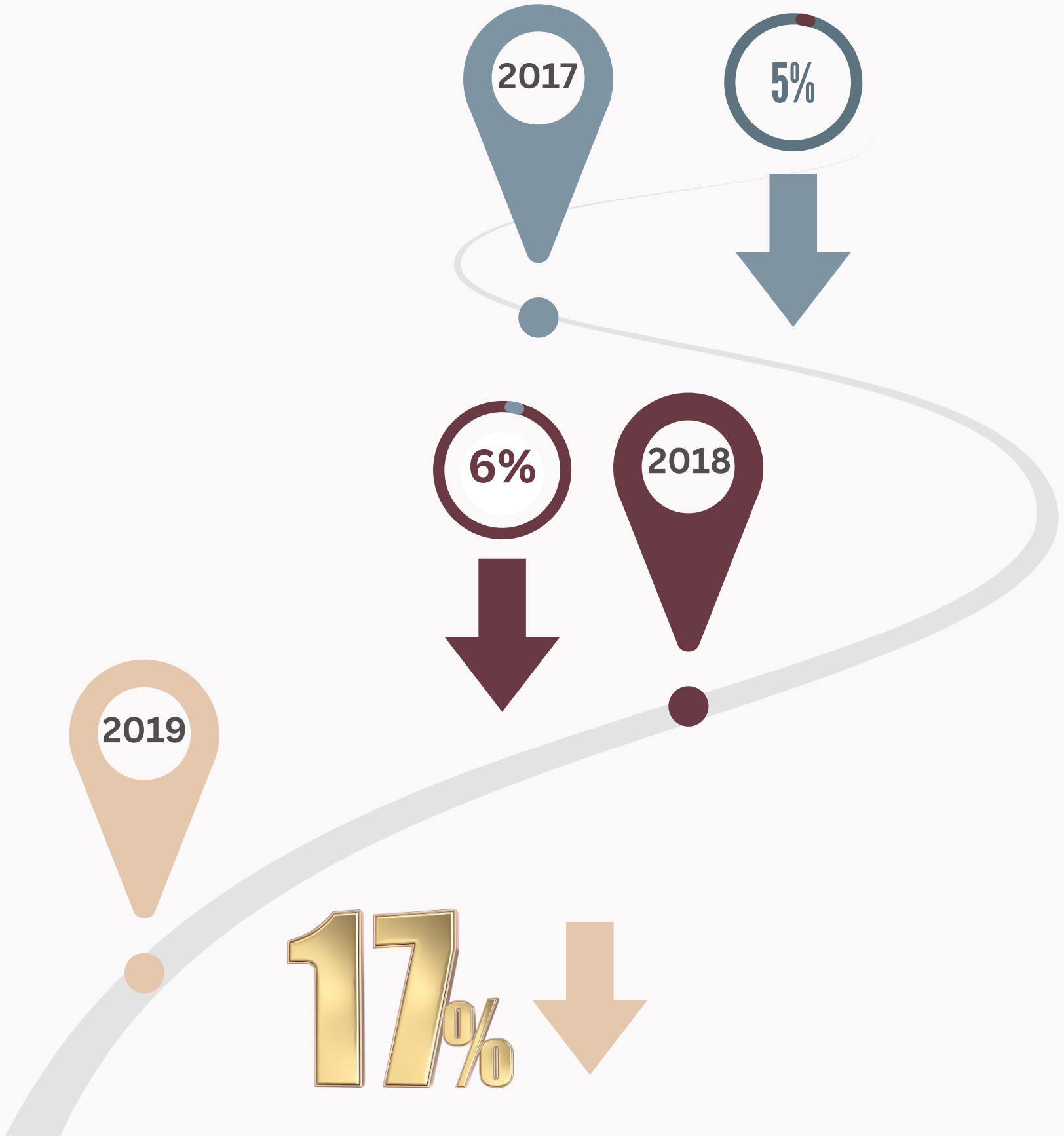
REDUCED STAFFING COSTS

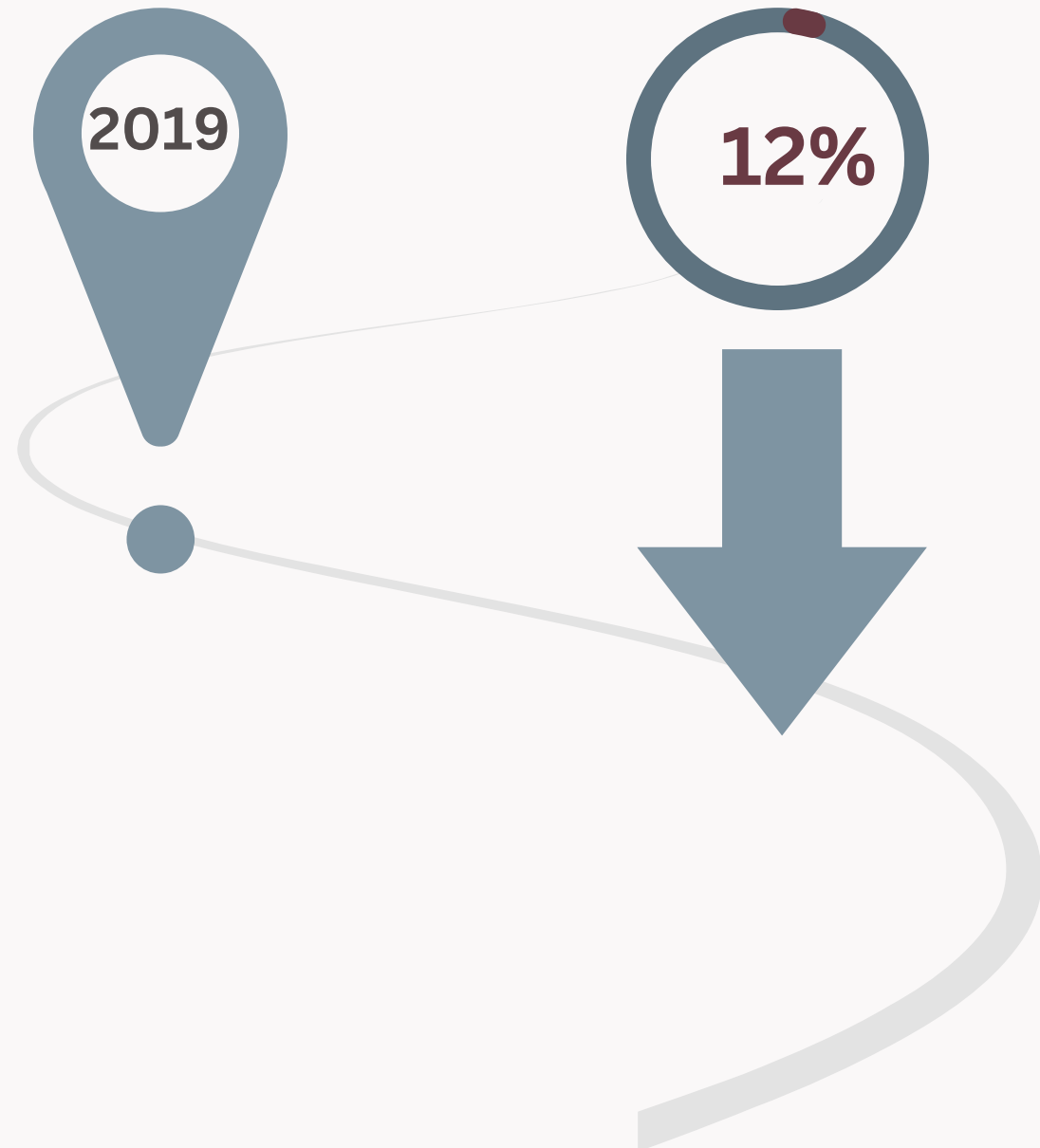
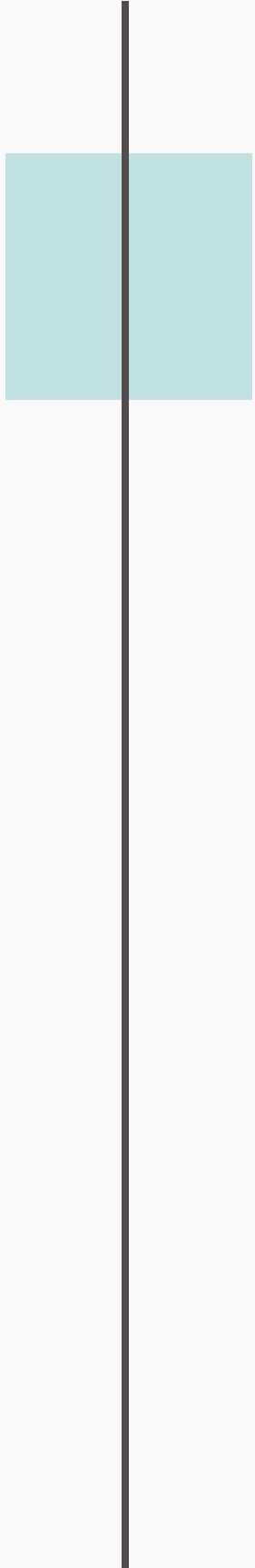
In relation to turnover,
leave, and misaligned
behaviors

Metrics



Metrics Turnover Data Pennsylvania



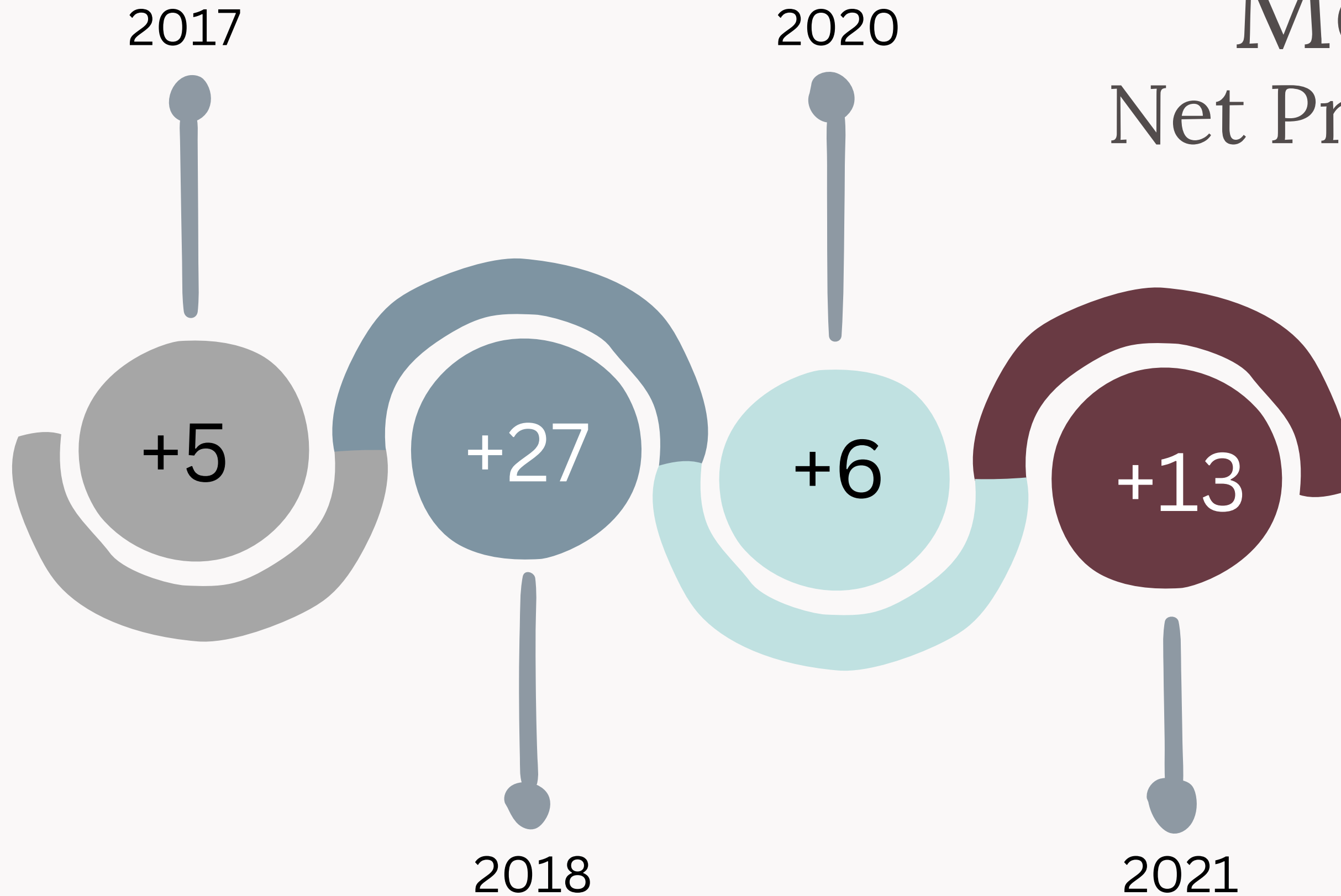


Metrics Turnover Data Maryland

Metrics

Net Promoter Score

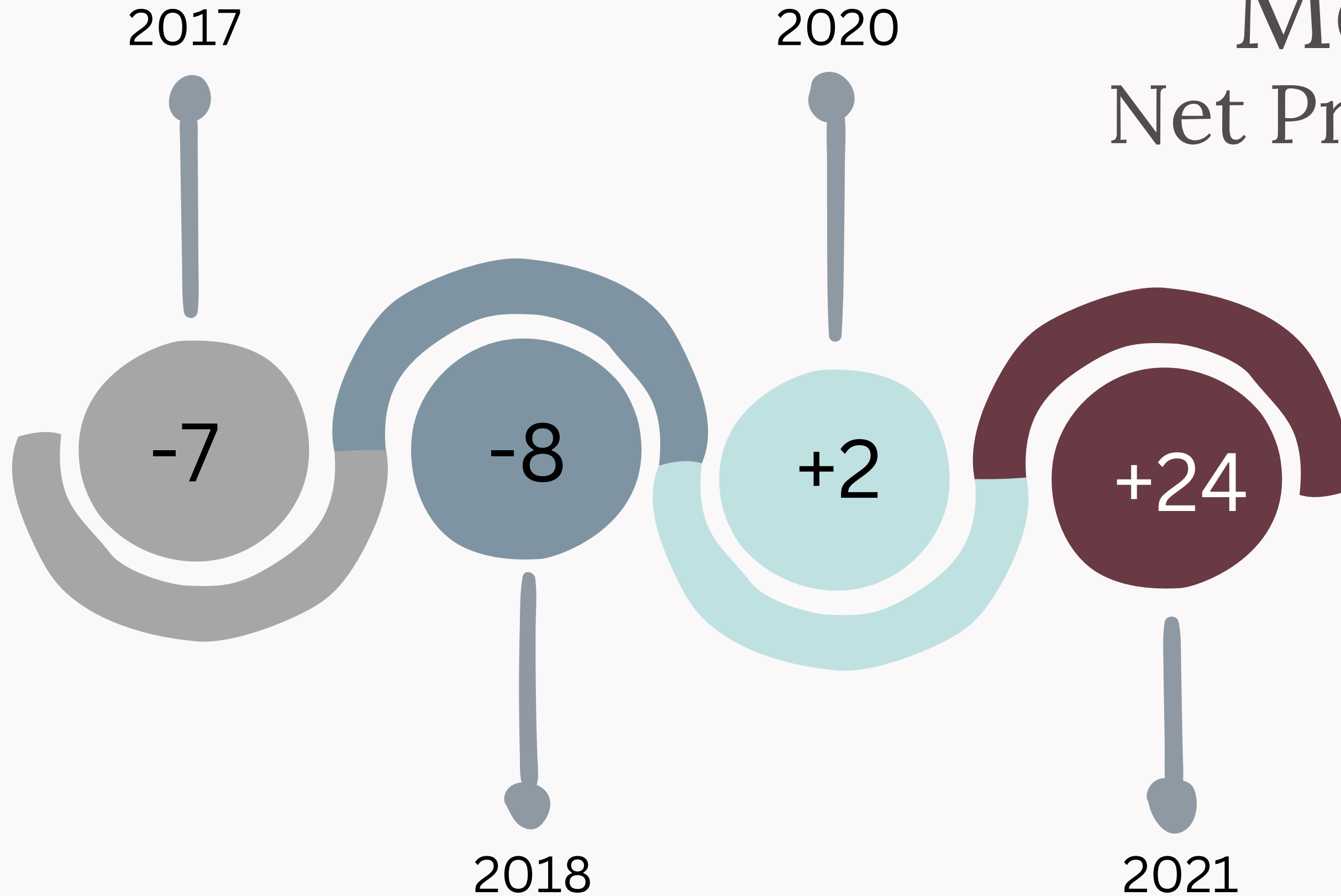
PA



Metrics

Net Promoter Score

MD



Metrics

Survey Data

MD & PA

DSPs

2021

Do you have regular (2 or more times a month) 1:1 meetings with your supervisor?

[More Details](#)

 Insights

 Yes	181
 No	31
 I do not know	4



Do you find 1:1 meetings with your supervisor valuable?

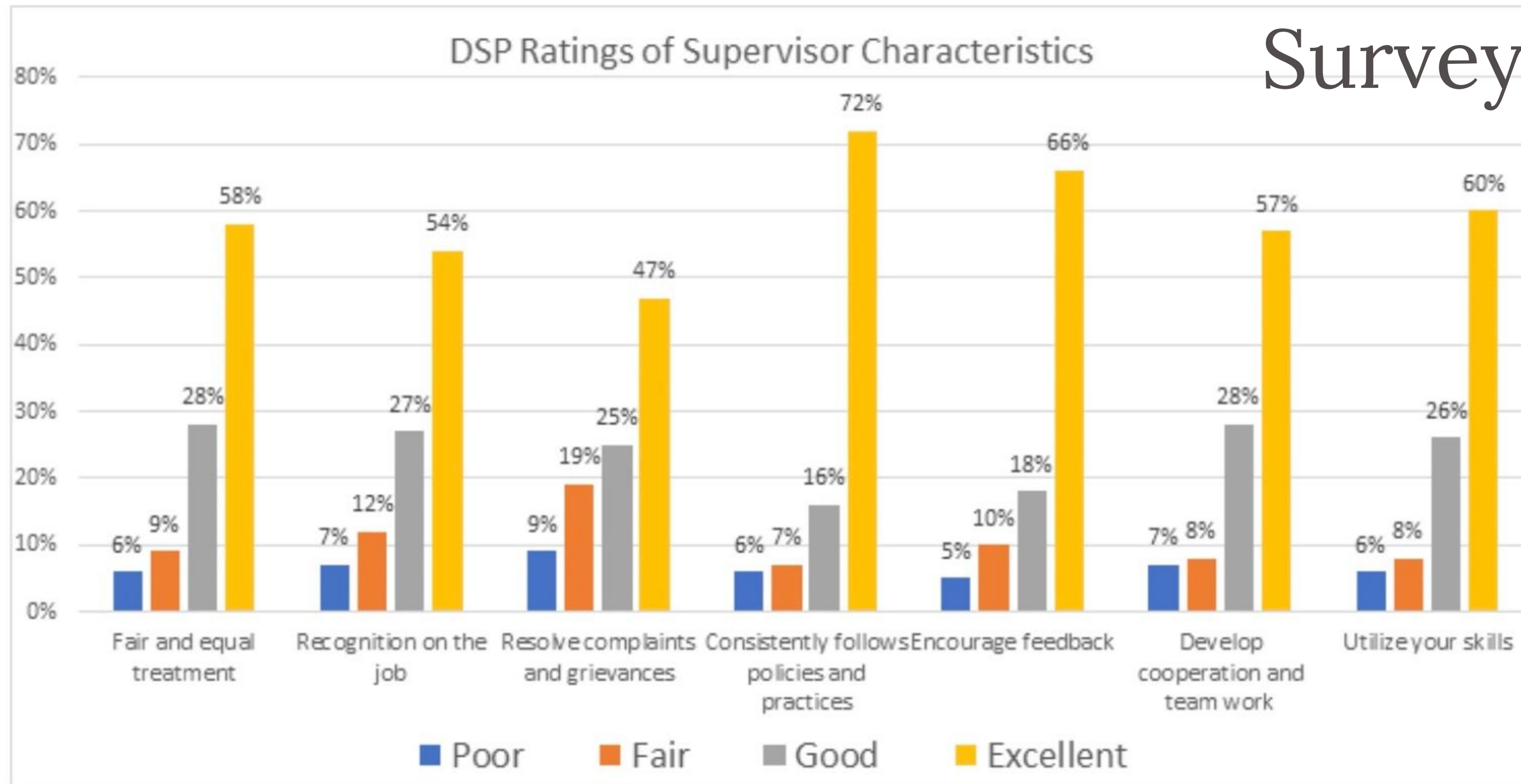
[More Details](#)

 Insights

 Yes	169
 No	24
 I do not know	23



Metrics Survey Data 2021



TAKE THE FIRST STEP

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



Thank You!

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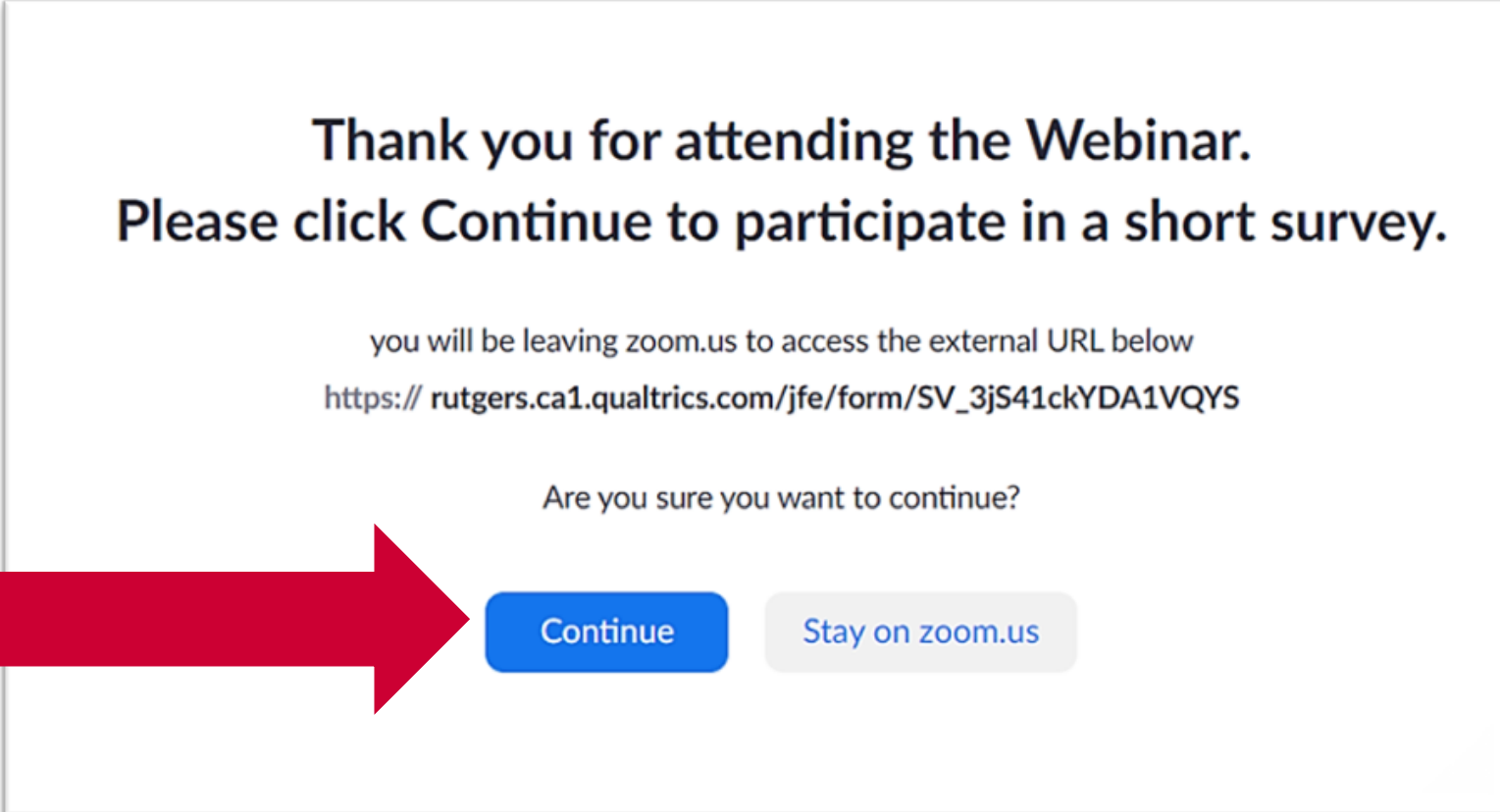


Q & A

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 the Webinar.
Please click Continue to participate in a short survey.

you will be leaving zoom.us to access the external URL below
https://rutgers.ca1.qualtrics.com/jfe/form/SV_3jS41ckYDA1VQYS

Are you sure you want to continue?

Continue Stay on zoom.us

Thank you for attending and completing the evaluation