


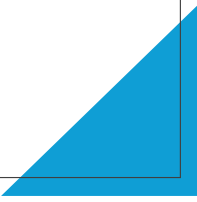
PROJECT RETURN

PEER SUPPORT NETWORK


Taking charge together!

Recovery Oriented Supervision – Building Self Responsibility

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Self Responsible Employees

- “Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.” Richard Branson
- “Every risk is worth taking as long as it’s for a good cause and contributes to a good life.” Richard Branson
- The Platinum Rule – Guyton Colantuono




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What Is Involved in Building Self Responsible Environments?

- Agency
- Program
- Employee



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What Do We Need at the Agency Level?

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5 Levels of Decision Making

- Level One: The leader decides and informs people
- Level Two: The leader decides with input from others
- Level Three: The leader builds consensus by delegating responsibility for groups to make recommendations
- Level Four: The leader delegates the decision to someone else
- Level Five: True Consensus

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What Can We Work On?

What are barriers that management might have in place that works against a self responsible environment?



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What Is Necessary
at the Team/Program
Level?



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Important Components of a Well- Oiled Machine!

Rate each component on a scale of 1-5
(1-Strongly disagree, 2-Disagree, 3-Neutral, 4-
Agree, 5-Strongly agree)

- We have a proactive and positive communication style
- Staff can articulate agency and program shared goals/values
- Staff can trust management to support them, especially when there are disagreements
- We promote cross department collaboration
- We promote decision making from all levels
- We recognize and celebrate each other

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What Do We
Need for
Employees?



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Specifics of Self Responsibility

Being self responsible doesn't mean just being responsible for yourself. It also includes being responsible for contributing to those who depend upon you.

1. Client relationship skills
2. Team involvement and responsibility to peers
3. Agency involvement and responsibility to program
4. Emotional responsibility and avoiding burnout

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Staff Relations and Expectations

- What do staff need from us to be their best?
- How do we handle mistakes/what are mistakes that can be forgiven?
- What are mistakes that can't be taken back?
- What does your agency/programs do well in terms of encouraging staff to build relationships with the people they serve?
- What are areas for growth to support staff?

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Building Relationship and Intervention Skills

Our traditional practice trains staff to make them **"prepared and likely to succeed"** and then monitor their performance using **"fear based"** accountability
vs.
Recovery based practice gets staff **"motivated and excited"** so they will learn by doing/ "bumbling together" with their peers and supervisors in a **"failure tolerant"** environment

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Stages of Team Building

Functional Teams

- 1) Sharing individual vulnerability
- 2) Challenging, disagreeing, questioning each other
- 3) Gaining buy-in
- 4) Holding each other to shared team standards and expectations
- 5) Pride in achieving team success

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In Summary!



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