

**OUCAN STATEWIDE TRAINING
SUPERVISOR/MANAGEMENT TRAINING
SEPTEMBER 7, 2023, 9:00 a.m.
“RELATE”**

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OUCAN ROADMAP TEAM**

SUPERVISORS AND MANAGEMENT SUPPORTING FRONT LINE STAFF

FRONT LINE STAFF

THE SUPERVISOR ROLE

FRONT LINE STAFF – WHO ARE THEY?

- Front-line staff are those who interact directly with customers or the public. This includes:
- front-desk (or service-desk) staff
- HEAP, Workforce service staff
- Social Workers, Family and Senior services
- Teachers, Assistants, Drivers, Cooks....
- Home Weatherization – Assessors, Inspectors, installers, crews...

HOW IMPORTANT ARE THE FRONT LINE STAFF?

Discussion...

- ...Face of the company
- ...Actions reflect directly on the vision, mission
- What else?

SUPERVISOR'S “RELATE”

R ELATIONSHIPS – forming trust, it's the center of it all

E MOTIONS – Letting your staff know its ok to have raw , real emotions without being judged. You give “space” to be self aware of their emotion and learn to process them.

L IMITS and boundaries – this is what is ok to do and not do for participants, for staff can help with self-care.

AGENCY – Important to honor and respect people's ability to make their own decisions, including supervisors, their staff and participants.

○ **T EAMWORK** – a collaborative approach. Front line staff work is complex and difficult so we need to leverage our team mates to deliver high quality services.

○ **E COSYTEM** – this refers to the complex community that we are physically working in .

○ **What are your touch points with staff?**

A **touch point** is simply where a leader and an **employee** have face to face contact or in a virtual **team** where you are either on **the** phone or video conference.

○ Discussion...



“RELATE” A UNIQUE FRAMEWORK

PREVENT “BURN OUT”

Supervisors – are responsible to make sure the front line staff are engaged and enthusiastic at work.

Traditional Supervising – you give directives, suggestions, recommendations, and even next step action items, correct?

RELATE – turns this paradigm upside down by shifting it from a directive “I’LL FIX IT” mode into more of a **COLLABORATION**, which creates a sense of the agency, the employee and customer involved in providing the excellent services.

SUPERVISORS “We Provide The Answers?”

- It's natural to want to fix and do everything for staff, but this method takes away the opportunity to teach and for the staff to problem solve on their own.
- Discussion...what are some examples of this....and how would you do it differently with “RELATE” knowledge.
- Supervisors get out of the “directive mode”.
- Supervisors create the space for your staff to reflect and problem solve.
- There are always times a supervisor needs to be more directive, such as in a life threatening situation, poor advise or lack of for a customer, any high-stakes moments...
- RELATE teaches the supervisor that jumping in and fixing the situation...**SHOULD NOT BE YOUR FIRST REACTION.**

COACHING AND MENTORING

WHAT IS COACHING?

- Different from Management, not the same.
- Management – all about getting things done., tasks, processes, doing things right.
- Coaching – Specific skill set, all about development and behavioral change, not filling in blanks.
- **SUCCESSFUL COACHES** – See their staff capable and resourceful, gives clear and open must haves or no-go, listens well, recognizes obstacles to meet goals, together with Coachee develops action plan to remove barrier and succeed in goals, holds them accountable and committed to goal, good listeners.
- Know your staff at a deeper level, be open to whatever solution the employee arrives at.
- Ask...“What do you hope to achieve? “What’s blocking you?”

WHAT IS MENTORING?

- Sharing of knowledge, skills, experience to help the employee progress, relationship building.
- Topics; set by Mentee, can be about professional growth, interpersonal conflict, work-life balance. Purpose; personal growth and career development.
- Should not be overwhelming for you or draining.
- It is a two way street, requires buy-in; and communication both ways.
- Sets clear boundaries of time and expectations, look for common ground, learn of each other, figure out the meeting schedule, verbalize Mentee goals.
- The origin of the word Mentor goes back to 800 BC, founded by Homer, a Greek poet.

Ask yourself:

Have you become cynical or critical at work?

Do you drag yourself to work and have trouble getting started?

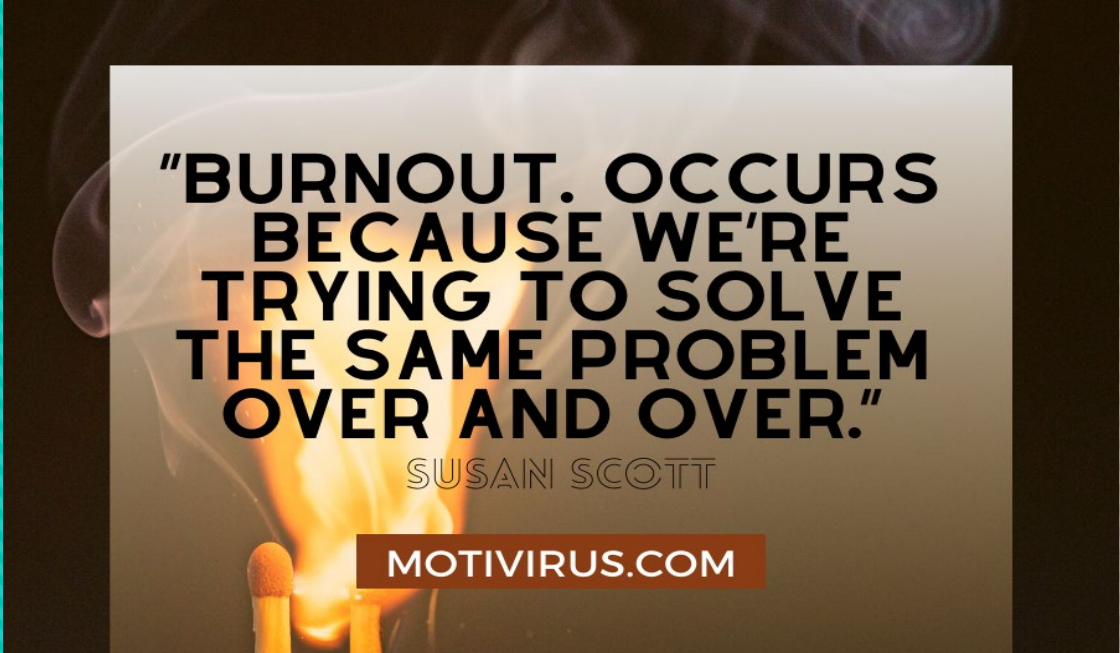
Have you become irritable or impatient with co-workers, customers or clients?

Do you lack the energy to be consistently productive?
Do you find it hard to concentrate?

Do you lack satisfaction from your achievements?
Do you feel disillusioned about your job?

- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?
- If you answered yes to any of these questions, you might be experiencing job burnout. Consider talking to a doctor or a mental health provider because these symptoms can also be related to health conditions.

AVOID JOB BURNOUT
FOR YOU AND FRONT LINE STAFF
KNOW THE SIGNS



**"BURNOUT. OCCURS
BECAUSE WE'RE
TRYING TO SOLVE
THE SAME PROBLEM
OVER AND OVER."**

SUSAN SCOTT

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Supervisors / Managers - Let's stop going around in circles, use your tools as experts, as skilled management , put into action your knowledge to solve the problem!

SUPPORT YOUR FRONT LINE STAFF BY COACHING OR MENTORING!

It is best to coach an employee:

- a. At end of day
- b. On the spot, when you see the issue, even if the customer is present.
- c. When they are displaying a positive attitude and the timing/situation are appropriate.

An example of a "Tip of the Iceberg" question is:

- a. Describe for me what a perfect workday looks like for you?
- b. Why do you think you would be successful as a Front Desk Representative?
- c. Do you enjoy your job?

Which statement of mentoring is most accurate?

- a. Mentoring that works on fixing deficient skills.
- b. Focuses on thinking, planning, and dreaming.
- c. It emphasizes networking and communication.
- d. It pushes mentees by asking hard questions and focusing on details.

In which of the following case would a mentoring relationship improve the life decisions of a mentee?

- a. All of the answer choices are correct
- b. Since developing a mentoring relationship, Carlos have terrible reactions at school.
- c. Since developing a mentoring relationship, Lily has exhibited fewer behavioral issues at school.
- d. Marina increased cultural knowledge since she started mentoring, however now believes she is smarter than other people who lead her .

QUIZ ---SELECT THE CORRECT ANSWER



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