TRAINER TIP SHEETS

## ASSESSMENT OF WORKER PERFORMANCE

- Brainstorm strategies supervisors can use to evaluate worker performance on assessments and case plans. Ask supervisors the following, "How do you know if your workers are meeting the requirements of COA/CQI/ASFA? What tools do you use to evaluate their assessments and case plans?"
- Review criteria for quality assessments and case plans. Supervisors have identified strategies or tools that they use to evaluate assessments and case plans. Ask them to list some of the criteria that they look for on assessments and case plans using the strategies. Write responses on flip chart. Then distribute the following HANDOUTS: Supervisory Guide for Evaluation Tools (set of 3) and Case Plan Evaluation Checklist. Explain that these tools capture the essential criteria for assessment and case plans.

## QUALITIES OF EFFECTIVE FEEDBACK

- Describe qualities of effective feedback using the following SLIDE.
- Have workers give positive and negative examples of each quality. For example, "What is an example of feedback that is specific? What is an example of feedback that is NOT well-timed?"
- Discuss barriers to hearing feedback. Have supervisors brainstorm barriers.
- Remind supervisors about **Parallel Process**: just as there are workers who do not receive feedback well, there are also clients who do not hear/follow feedback. How are these similar?

## STEPS IN COACHING/REINFORCEMENT

- Review steps in process of coaching/reinforcement of skills using the following SLIDE.
- Discuss ways supervisors can provide coaching/reinforcement for workers. Ask supervisors, "What are some ways that you have succeeded in coaching your workers around a specific skill? How did they respond? What kind of progress did you see?"
- Facilitate role play of supervisors providing feedback to workers. Have supervisors break into groups of three. Two supervisors will role play (one a supervisor, one a worker), while the third will observe and provide feedback. Supervisors should choose a specific skill that they are going to address in the role play. They can provide coaching/reinforcement of this skill around an existing case or the Smith Family case scenario.