

**Note to Learner:** The Institute for the Advancement of Family Support Professionals (IAFSP) encourages you to complete the training and activities with a support person, such as your supervisor or a peer. The notes below will guide you in preparing to take the training, following up with your support person after the training, supporting transfer of learning into daily practice, and extending learning with support.

**Ongoing:** View the Professional Development Program and each training module as an investment in skills and knowledge to help improve home visitor effectiveness.

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**Before the training:**

- Learner sets aside dedicated time to reflect on professional development needs and the value of the planned training
- Learner and support person review course objectives and supervisor competencies
- Learner rates knowledge of learning objectives

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**During the training, the learner:**

- Completes activities
- Reflects on own responses
- Identifies questions and concerns
- Prints Reflective Responses to share with support person
- Completes post-training evaluation

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**After the training:**

- Learner:
  - Rates knowledge of learning objectives
  - Completes post-training activities, as required
  - Develops an action plan for applying skills and knowledge in daily practice
  - Meets with support person to:
    - Review pre- and post-training activities
    - Discuss reflections, questions, and concerns
    - Review action plan for applying skills and knowledge in daily practice
    - Assess personal learning goals, transfer of learning, and action plan over time

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This 180-minute online module for supervisors, *Maximizing Team and Peer Networks to Improve Family Outcomes*, discusses communication strategies to encourage team cohesion and create a supportive work environment. Participants will also learn methods to address work-related stress and increase resiliency in family support staff.

**NATIONAL FAMILY SUPPORT SUPERVISOR COMPETENCIES**

*Domain 2: Professional Practice*

*Dimension 4: Ethical and legal practice*

*Component d: Social media and technology*

*Dimension 5: Reflective practice*

*Component a: Critical reflection*

*Dimension 6: Professional boundaries*

*Component a: Individual well-being and self-care*

*Component be: Stress management*

*Domain 6: Effective Work Environment*

*Dimension 16: Strength-based, reflective environment*

*Component a: Reflective practice*

*Dimension 18: Staff development*

*Component c: Recognizes accomplishments*

*Dimension 19: Coaching and mentoring*

*Component a: Teambuilding*

*Component b: Peer support*

*Component c: Empathy and compassion*

**BEFORE THE TRAINING**

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

Learning Objective	Before the Training	After the Training
Explain the importance of effective communication and regular supervision time with family support staff.		
Build an effective and cohesive team that benefits from the skills and experience of all of its members.		
Develop a process for regular peer to peer reflective consultation.		
Design strategies to address the stages of burnout.		
Enhance resiliency by developing a network of peer relationships.		
Establish a supportive response to the impact of secondary trauma and compassion fatigue.		

**My personal learning goals for this training are:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## AFTER THE TRAINING

Reflections on what I learned:

Questions and concerns I identified:

**Action Plan:** (Each learner’s plan will be unique. To get you started, some ideas are listed below.) As a result of this training, I will...

- Review my agency’s communication and technology guidelines and provider a refresher to staff members. Address any questions or concerns.
- Assess my abilities and comfort level with providing reflective supervision. Seek out additional training and support if needed.
- Develop a plan for building and maintaining an effective team of FSPs.
- Maintain awareness of signs of stress, compassion fatigue and burnout in my staff members and in myself. Be proactive and address early symptoms.

### My Action Plan

ACTION	TARGET DATE	DATE COMPLETED