

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

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

Before the training:

- Learner and support person review course objectives and family support professional competencies
- Learner rates knowledge of learning objectives

During the training, the learner:

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

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

This 120-minute online module, *The Nuts and Bolts of Family Support Supervision*, explores the many facets of the supervision process. Beginning with the hiring and orientation of staff to performance evaluations, supervision begins with the partnership that develops between the supervisor and the family support professional and continues through the family support process.

NATIONAL FAMILY SUPPORT SUPERVISOR COMPETENCIES

Domain 1: Home Visiting Practice

Dimension 1: Promoting a competent workforce

Component a: Family support competencies

Domain 2: Professional Practice

Dimension 7: Quality improvement

Component a: Service quality

Domain 6: Effective Work Environment

Dimension 16: Reflective practice

Component b: Service planning

Dimension 17: Crisis management

Component b: Responsiveness and conflict resolution

Dimension 18: Staff Development

Component a: Orientation

Component b: Evaluation of staff performance

Component d: Staff recruitment and development

Dimension 19: Coaching and mentoring

Component a: Teambuilding

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
Hire qualified professionals who meet the qualifications for providing quality support to families.		
Effectively orient new family support staff in preparation for direct services to families.		
Establish a regular format and structure for supervision of family support professionals that covers an update on cases, staff development, tasks and intervention techniques.		
Establish regular formal and informal performance appraisals based on job descriptions.		
Facilitate group supervision and case processing with family support professionals.		
Facilitate team meetings that are inclusive and informational.		
Implement strategies during individual and group supervision that encourage creative thinking and best practice.		
Manage group cohesion and conflict in a manner that maintains focus on outcomes for families.		
Lead staff to achieve personal, programmatic and professional goals.		

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 and update the family support professional job description if I have authority to do so.
- Seek input from the family support professionals to ensure that the description accurately reflects the job.
- Reflect on my abilities to manage my team and team meetings effectively. Seek training or technical assistance if I identify areas of concern, such as group decision-making or conflict resolution.

My Action Plan

ACTION	TARGET DATE	DATE COMPLETED