The DDSD *STEP* Manual

Supervisor Tools to Enhance Performance

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Activities, exercises & tips	INTRODUCTION	Resources and Links
In this column you will find inspirational quotes, tips, real life examples of information discussed in the middle column, and exercises/activities for you to do yourself or with your staff to help the information come alive. **TIP** *You may want to review **Section 10- Alphabet Soup** before you begin to help familiarize you with different acronyms, definitions, etc.*	★ This guide was developed by the DDSD Training Unit in recognition of the vital role provider agency ***supervisors*** play in setting the stage for the delivery of quality supports and services. It is our hope that this tool will serve as a valuable resource providing agencies with a working knowledge of the supervisor's roles and responsibilities and the impact they have on the delivery of high quality supports and services. ★ Throughout this resource, we promote current best practice ideologies and concepts such as person-centered planning, natural supports, self-determination, empowerment, meaningful day outcomes, community connections, advocacy, self-advocacy and choice. Supervisors play an integral role in instilling these values in their direct support staff. ★ This guide is formatted to allow for some flexibility in use. For example, it can be used as: ▶ *An instruction vehicle with supervisors practicing recommended activities within a classroom setting.* ▶ *A self-paced learning package and later reference tool.* ▶ *Or you can develop a customized package of selected sections based on the prior experience and expertise of supervisors and their current information needs*. ★ In most cases, there will be links to additional resources, and tips and activities to further enhance the learning process for new and seasoned supervisors.	In this column we have provided links to additional resources on the web or in the appendices. *If you have any questions about this manual, call your regional office training coordinator.

	★ Establishing a mentoring process to help guide supervisors through the process of learning and implementing their roles and responsibilities is the most effective way of ensuring their success. It is recommended that, at the very least, an experienced supervisor or manager review the information with the supervisor(s) and reinforce learning and implementation of this content.	

	LEARNING OBJECTIVES	
QUOTE "Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it." - Lou Holtz **QUOTE** "While compliance can be mandated, quality can only be inspired." -Unknown	**Learning Objectives for Supervisors:** • To identify the Direct Support Supervisor as a valued role in the DD Waiver System. • To provide the Direct Support Supervisor with an overview of the DD Waiver System (the big picture), their roles & responsibilities within this system, and how their actions impact the services and supports individuals receive. • To provide the Direct Support Supervisor with reference and resource materials in order to assist them in understanding their roles and responsibilities on a daily, weekly, monthly, quarterly and yearly basis as they relate to provision, reporting and billing of services • To provide the Direct Support Supervisor with practical application activities and exercises to utilize on the job to enhance their performance as a supervisor and promote teambuilding with their staff. • To provide tools, techniques and tips for the Direct Support Supervisor to assist their staff in providing quality supports to individuals receiving services including their active participation in the ISP planning and implementation process. • To improve the Direct Support Supervisor's awareness of how to be a more effective supervisor. • To provide tools, techniques and tips for the Direct Support Supervisors to help maximize the involvement of individuals receiving services in the ISP process. • To provide information and resources to other provider agency staff to help enhance performance in their role as a team member.	