

PLEASE FEEL FREE TO CONTACT ME WITH QUESTIONS

Becky Schueller

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☐ 30+ Years Working with Nonprofits ☐ Nonprofit Executive Director for 16 years □ CoC Coordinator for Northwest Minnesota





- Experience: women's organizations, refugee services, tribal business development & tribal planning, homeless and runaway outh & families, and fundraising for international social & community development projects
- ☐ Clients: Tribes, nonprofits, counties, schools
- ☐ Training: Supervision & Performance Appraisal, Remote Supervision, Grant Writing Readiness: It Takes a Team, Ethical Conflict Management & Communication Skills, Developing Exceptional Customer Service Skills, and more
- ☐ Consulting: executive & supervisory coaching & mentoring, board support, annual planning, strategic planning, meeting facilitation

Training Provided:

Topics:



- □ Supervision & Performance Appraisal
 □ Improving the Quality of Remote Supervision
 □ Grant Writing Readiness
 □ Grants Management & Reporting
 □ The Executive Director's Toolkit
 □ The Fully Effective Nonprofit Board
 □ Preparing the Board for the Annual
 Executive Director Evaluation

- ☐ Developing Exceptional Customer Service Skills
 ☐ Self-Management for the Workplace
- Conflict Management & Communication Skills
 Managing Up: Strategies for Direct Care &
 Administrative Support Staff
 Custom Topics within my expertise (upon request)

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Consulting Services:



- ☐ Executive & supervisory coaching & mentoring
- ☐ Board support: Executive Director Transitions, Onboarding, & Executive Director Evaluation
- ☐ Strategic planning & Annual Planning
- ☐ Meeting facilitation for strategic discussions & difficult conversations
- ☐ Pitch me on other organizational needs

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Why Linked In for County **Supervisors?**

Articles:

- **★** Strategic Planning
- * Annual Planning
- * Boards of Directors
- * Supervision & Performance Appraisal
- **★** Workplace Mental Health

Connect with Me

https://www.linkedin.com/in/ rebecca-becky-schueller-133510a8/

Where does your power and authority as a supervisor come from?



What Makes Work Meaningful

"Volumes of research show that pursuing extrinsic rewards for work, such as money, actually hurts your interest in that work. For real satisfaction, you should pursue intrinsic goals—two in particular. The first is earned success....

Earned success instead gives you a sense of accomplishment (which Seligman has shown is a source of happiness, and which strongly predicts happiness at work) and professional efficacy (the idea that you are effective in your job, which pushes up commitment to your occupation, also a good measure of job satisfaction).

Employers who give clear guidance and feedback, reward merit, and encourage their employees to develop new skills are the most likely to give you those feelings. Look for a boss who acts that way—and if you have the opportunity, be that kind of boss."

Arthur C. Brooks, Harvard Kennedy School & Harvard Business School, Sept. 3, 2021, The Atlantic, https://www.theatlantic.com/family/archive/2021/09/dream-job-values-happiness/619951/

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"The true value of a leader is not measured by the work they do. A leader's true value is measured by the work they inspire others to do."

Simon Sinek



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The Supervisor's Pledge

(PP. 7-8 in your Resource Packet)



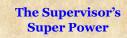
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Don't Treat Your Staff as a Task "People boil the job down to their to-do list and all of the actions that they can cross off the list, rather than asking: How did my team experience me today?"

Muriel Wilkins, Executive Coach

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The ability to review & reset priorities with your staff.

"Please get these three things done by Friday."

"These projects/tasks can wait until next week."





The Two-Question Weekly Check-in

What Are Your Top Two Priorities?



• How Can I Help?

The Focus is Priorities – the supervisor and employee partner to discuss challenges & solutions

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Frequency Outweighs Quality in Supervision

"They (the best team leaders) realize that it's less important that each check-in is perfectly executed than that it happens, every week. ...The more frequently and predictably you check in with your people or meet with your team—the more you offer your real-time attention to the reality of their work—the more performance and engagement you will get."

A Freethinking Leader's Guide to the Real World: Nine Lies About Work by Marcus Buckingham and Ashley Goodall, Harvard Business Review Press, 2019

Check-Ins ARE the Work of Supervisors

"...the weekly check- in is the anchor ritual. You need to design your teams, and their size, to enable it. And, if ever you become a leader of leaders, you'll need to ensure that your leaders know that this check-in is the most important part of leading. Checking in with each person on a team—listening, course correcting, adjusting, coaching, pinpointing, advising, paying attention to the intersection of the person and the real-world work—is not what you do in addition to the work of leading. This is the work of leading."

A Freethinking Leader's Guide to the Real World: Nine Lies About Work by Marcus Buckingham and Ashley Goodall, Harvard Business Review Press, 2019

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The Process

Establish a schedule – book an extra 15-30 minutes after it for your notes



Check-in Questions & Feedback

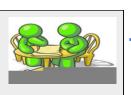
Acknowledge Strengths...be specific & detailed

Ask how things are going... with classes, clients, with co-workers, with partners/referrals, or other components of the job

Discuss if the job feels manageable – and help identify priorities

See your Resource Packet-Probationary Period Questions & Annual Evaluation Questions

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The Big Issues



Significance + Success - Help staff make meaning of their accomplishments & strengths



Discuss staff priorities for the coming week



Clearly inform staff if there is anything they aren't doing well or need to improve...or if their actions are in violation of policies



Check in to ensure staff are scheduling & using leave time



Questions to Support Staff Self-Care

- Are you getting what you need from me?
- Is there anything you'd like me to consider doing differently?
- What are your leave plans (sick, vacation, flex time, etc.)?
- What do you need from the agency to support your self-care goals?

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Positive to Negative Feedback Ratio: 5 – 1

- Reinforce the things your employees are doing well
- * Help Your Employees Hear Constructive Feedback
- * Minimize "Fight or Flight" Responses

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"There is no hierarchy in a circle."

Solve Problems & Build Relationships without Using Power

- All staff have equal voice in naming the issue
- Discuss what happened or what the issue is
- Was harm d
- How can each party take accountability to improve the situation?





When staff demand an immediate decision, reply with:

"If you need an immediate decision, the answer is 'no." "If you can wait a few days, I'll consider it carefully and get back to you."

When You Don't Know the Answer

Tell staff, "I'm not sure," or "I'd like to discuss this with the team first" or "I have to check with the director/my boss."

"I need some more time to think this through, I'll get back to you by next Monday."

Thinking is good! Don't let others pressure you into immediate decisions.

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Schedule a 2-Week Vacay or Stay-cay Once a Year







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Schedule a 1-Week Vacation Twice a Year

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Reach Out for Support & Questions



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SEATS AVAILABLE - Oct. 2021 Series

"The tools Becky provided, like the Supervisor Log and the Team Designed Alliance, fit so well to the needs of my team and our agency." Angie Obermiller, Human Services Supervisor, Nicollett County Child Protection





- **★** Take care of yourselves & your co-workers
- **★ Schedule Your PTO Time!**
- **★** Commit random acts of kindness