

Beyond the Home Visit: Supervision, Professional Development and Community Connections

RESOURCE GUIDE

"Reflective supervision is a collaborative relationship for professional growth that improves program quality and practice by cherishing strengths and partnering around vulnerabilities to generate growth."

*Rebecca Shamon-Shanok,
"The Supervisory Relationship: Integrator, Resource, and Guide,"
Zero to Three Journal, 1991*

7 Tips to Make Supervision Work for You

1. Bring a list of questions, concerns and celebrations.
2. Make it collaborative.
3. Share power.
4. Talk about what is "getting in the way."
5. Be open.
6. Be patient.
7. Be honest.



Four-Part Non-Violent Communication Process

1. **Observation** – What I observe (see, hear, remember, free from my evaluations) that does or does not contribute to my well-being. What you observe (see, hear, remember, free from your evaluations) that does or does not contribute to your well-being.
2. **Feelings** – How I feel (emotion or sensation rather than thought) in relationship to what I observe. How you feel (emotion or sensation rather than thought) in relationship to what you observe.
3. **Needs** – What I need or value (rather than preference or specific action) that causes my feelings. What you need or value (rather than preference or specific action) that causes your feelings.
4. **Requests** – Concrete actions I would like to be taken. Concrete actions you would like to be taken.

Professional Development is important for quality family support services. Highly skilled family support professionals offer the most current information to parents on child development, brain development, social and emotional development, and family functioning. As new research on families and children informs our practice, and family dynamics and needs change, we all benefit from continuous skill development throughout our career.

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Resources

Chapter 1: Welcome

Chapter 2: Reflective Supervision

- Reflective Supervision - [Handout](#)
- Reflective Supervision Scenario #1 - [Handout](#) and [Transcript](#)
- Reflective Supervision Scenario #2 - [Handout](#) and [Transcript](#)

Chapter 3: Making Supervision Work for You

- Making Supervision Work for You – [Handout](#)
- Seven Tips Transcript – [Transcript](#)
- Ten Benefits of Reflective Supervision - [Handout](#)

Chapter 4: Community Connections

- Building Partnerships in Community – [Transcript](#)
- Strategies to Develop Community Partnerships – [Handout](#)
- Knowing the “Why?” TED Talk – [Video](#) and [Transcript](#)

Chapter 5: Conflict Resolution

- Conflict Resolution Strategies - [Transcript](#)
- Conflict Resolution Strategies, Mind Tools – [Transcript](#)
- Four-Part Nonviolent Communication – [Handout](#)
- Resolving Conflict Rationally and Effectively - [Resource Handout](#)
- Ten Strategies for Conflict Resolution – [Resource Handout](#)
- The Nonviolent Communication Process – [Resource Handout](#)

Chapter 6: Mediation

- Mediation Skills – [Handout](#)
- Mediation, William Ury, TED Talk - [Video](#) and [Transcript](#)
- Mediation Practice Transcript – [Transcript](#)
- The Secrets of Successful (and Unsuccessful) Mediators – [Resource Handout](#)
- To Intervene or Not to Intervene - [Handout](#)

Chapter 7: Professional Development

- Elements of Professional Development Orientation – [Handout](#)
- Elements of Professional Development: Experienced Family Support Professional – [Handout](#)
- Professional Development Planning Examples – [Transcript](#)
- Preparing for Professional Development – [Handout](#)
- Learning Styles - [Handout](#)
- Creating a Professional Development Plan – [Resource Handout](#)
- Create Your Own Individual Development Plan, AARP - [Resource Handout](#)