


How do you recognise team members' achievements and help them to develop their skills?

Team managers and supervisors need to apply a person-centred approach to the supervision and support of staff

A therapeutic relationship relies on the skilful and sensitive communication techniques of those who interact with individuals in your care setting. You should consider the impact of everyone on the individual including: the management team; support workers; domestic, kitchen and laundry staff; administration clerks. Working in a therapeutic environment requires that support workers are able and willing to build relationships with service users.

The JPA Pro  Active System® Facilitation Skills Development Plan is a reflective practice supervision tool for members of the management team who are responsible for supervising care workers. It supports Managers to work with individual team members to develop their interaction and care practice skills with service users

The Plan is supplied on a CD so that you can print off as many as you need

Detailed guidance for Managers and Supervisors on completing the Plan with a member of the team is in the JPA ProActive System Manual

Managers and Supervisors are guided to observe interactions between workers and service users during care/treatment activities and to then reflect on their communication and enablement techniques and to plan their further development if needed:

- Observe the team member working with an individual or group of service users
- Immediately afterwards sit in a quiet area and discuss each point with the team member
- Encourage him or her to self-rate their performance and offer your own observations to enable this to happen
- The rating is on a four point scale with 4 being excellent and 1 being poor. You should help the team member to reflect on their performance
- Encourage or assist the team member to write any comments that describe particular areas that they wish to note
- Guide the team member to complete the Action Plan which may include what they will do more of, what they will change or, any training needs
- Give the team member their own copy of the Facilitation Skills Development Plan and also keep a copy in their personal file

Well supported staff are motivated staff!