

# The Supervisor's Guidebook: Evidence-Based Strategies for Promoting Work Quality and Enjoyment among Human Service Staff

By Dennis H. Reid, Marsha B. Parsons, & Carolyn W. Green



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Supervisors of direct support staff have a critical and often demanding job in human service agencies. This guidebook describes in practical terms what supervisors can do day-to-day to perform their duties successfully and promote quality staff performance. Relying on their 60+ years of combined supervisory experience and over 100 published articles on providing support for people with disabilities, the authors provide tried and tested means for training, supervising, and motivating direct support staff. Chapter contents include a step-by-step evidenced-based protocol for fulfilling typical supervisory duties, straightforward strategies for ensuring job expectations are very clear for staff, performance- and competency-based procedures for training staff in necessary work skills, monitoring work activities in ways acceptable to staff, how to actively support quality work, how to correct problematic performance, and ways to enhance work enjoyment to promote staff motivation. Special features include 92 highlighted bullets of critical information for supevisors, common supervisory actions to avoid that impede staff work proficiency and motivation, succinct chapter summaries of key points for successful supervision, and over 300 references to selected readings providing research-based evidence and background for chapter topics.



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#### **Editorial Review**

## Review

Very useful, easy to follow; format serves as a quick reference for specific topics for supervisors; applicability and examples for problems faced by supervisors almost daily is a major strength. --Joyce Jensen, Director of Program Administration, J. Iverson Riddle Center

#### About the Author

Dennis Reid, Marsha Parsons, and Carolyn Green each have over 30 years of supervisory experience in the human services. Collectively they have consulted with human service agencies in the majority of states across the United States as well as Canada and New Zealand. They have published over 130 applied research articles and seven books. Denny, Marsha, and Carolyn also wrote the highly acclaimed Supervisor Training Curriculum: Evidence-Based Ways to Promote Work Quality and Enjoyment among Support Staff, sold internationally by the American Association on Intellectual and Developmental Disabilities (AAIDD). Thier work has resulted in awards from local, state, and national organizations including the North Carolina Department of Human Resources, Association for Behavior Analysis International, AAIDD, TASH (formerly The Association for Persons with Severe Handicaps), and the Organization for Autism Research. Denny is the founder and Director of the Carolina Behavior Analysis and Support Center, Marsha is the Director of the Dogwood Resource Center, and Carolyn is a Senior Consultant with the Carolina Behavior Analysis and Support Center, all in Morganton, North Carolina.

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