

Distinctive Issues in Supervision



PURPOSE

Supervising is much more than assigning work, running meetings, reasoning through problems, and making sound decisions. Supervision in today's workplaces requires the ability to exert personal influence and a thorough understanding of employee motivation (and de-motivation). Supervisors must know how to: prevent, resolve and mediate conflicts; set boundaries/maintain professional distance; and avoid multiple role relationships. They need to recognize the impact of their ethics and values in the supervisor-worker relationship and to effectively handle multi-cultural issues.

SPEAKER

Ruth McMonagle has been an independent trainer and consultant for over 25 years, specializing in management/supervisory training and in increasing personal effectiveness. Prior to that, she worked for 13 years in child welfare in many capacities, from caseworker to executive director. Ruth is a lecturer, workshop facilitator, consultant and counselor. She holds a Bachelor's degree in Psychology, a Master's in Social Work and a Master's in Business Administration, and she is a licensed Independent Social Worker in the State of Ohio.

OBJECTIVES

At the conclusion of this workshop, participants will be able to:

- Define 'emotional intelligence,' its application, & how to model it in supervisory interactions.
- Recognize the dynamics of motivation & de-motivation.
- Know the importance of utilizing 'teachable moments' to enhance employee knowledge, build skills or modify attitudes.
- Understand the difference between an 'open, friendly environment' & friendships with employees.
- Define the boundaries that should exist in a supervisor-supervisee relationship, know how to avoid dual-role relationships, & how to maintain objectivity & professional distance.
- Identify distinct ethical issues in professional relationships & strategies for handling them.
- Understand the 8 most common causes of workplace conflict.
- Identify the 5 'styles' of conflict management & know **when** & **how** to use each.
- Know the basics of problem-solving in conflict resolution.
- Understand how to use mediation to resolve conflicts.

HOURS

6.0 Social Work Clock Hours (#RSX059002)

6.0 BENHA (application has been made)

6.0 Counselor Clock Hours (#RCX109207)

6.0 ODODD (application has been made)

The Ohio Board of Nursing accepts events approved for Counselors & Social Workers for Continuing Nurse Education Contact Hours.

Note: This workshop meets social work supervision & ethics education requirements.



Central Ohio Area Agency on Aging

174 East Long Street, Columbus OH 43215

614-645-7250 1-800-589-7277 www.coaaa.org

email: coaaa@coaaa.org

COAAA PROFESSIONAL EDUCATION

MARCH 20, 2012

9:00 A.M. - 4:15 P.M.

REGISTRATION BEGINS AT 8:30 A.M.

FEE \$85.00

The workshop fee includes coffee, tea and handouts. Lunch is not included.

LATE REGISTRATION: \$95.00 (after 3/13/12)

A **REFUND** will be made **ONLY** for cancellations received **5 work days prior to the event**. If less than 5 days, a credit can be issued for use at another program within the next year. If notice of cancellation is not received before the date of the program, no credit can be issued. Any checks returned will be subject to a \$15 bad check fee by the City of Columbus.

PLEASE NOTE

Room temperatures can be difficult to control; dressing in layers adaptable to warm and cool temperatures is recommended. A map and directions are included in this brochure. For events at the COAAA Long Street facility, you **must** pay to park; there is **no free parking** downtown. The COAAA is not responsible for fees or fines. The COAAA does not discriminate on the basis of race, color, sex, religion, sexual orientation, national origin, age or disability. If you need special accommodations due to a disability, please indicate so on the registration form.

DIRECTIONS



★ **COAAA - 174 E. Long Street**

Route I-71 to the Broad Street exit. West on Broad Street to 4th Street. North on 4th Street two blocks. The Central Ohio Area Agency on Aging (COAAA) is at the northeast corner of northbound 4th Street and eastbound Long Street.

Parking is available at a variety of lots within a two-block radius. Cost is between \$3.50 and \$8.00 for the day. Some lots require exact change. (The COAAA parking lot is for staff **only**.) There is **no free parking** in downtown Columbus. *A list of nearby parking locations will be mailed upon receipt of registration.*

In case of inclement weather, please call (614) 645-3885 to see if the workshop has been cancelled or rescheduled. In the event of a cancellation or change of date, you will have the option to attend on the new date or receive a credit to attend another workshop within one year.

REGISTRATION FORM

DEADLINE MARCH 13

Distinctive Issues in Supervision

Name: _____ Phone: (____) _____

Agency: _____ Email: _____

Address: _____ Cty/St/Zip: _____

Special accommodations needed due to a disability: _____

Registration Fee: **\$85.00** (*lunch is not included*)

Late Registration Fee: **\$95.00** (*after 3/13/12*)

Purchase Order Attached: # _____ \$ _____ Federal ID # _____

Make checks payable to **City of Columbus**, & mail with registration form to: **COAAA Training & Education**
174 East Long St, Columbus OH 43215

If using a purchase order, please attach a copy to the completed registration form. Questions? Call (614) 645-7250 or 1-800-589-7277; fax (614) 645-6146. COAAA will not accept registrations over the phone or fax without a purchase order number.