

Feedback, Supervision and Difficult Conversations

Presented by

Stacy L. Peterson, LMSW, ACSW

William L. Vanderwill, LMSW, ACSW, LMFT, BCD

Our goal

- To help you be the great supervisor you want to be by assisting you as you provide meaningful feedback during supervision.
- Give you at least two strategies you can implement during professional feedback conversations.

Understanding Student Needs

- Learning style
- Personal values
- Career Goals

Special Needs

- Creating a welcoming environment
- Supporting student performance
- Developing an atmosphere of success

Culturally Sensitive Supervision

- Developing rapport
- Respecting their experience
- Discussing PODS

What Challenges Do We Encounter

- The Gen to Gen Work Environment
- The student who wants to run but had not yet learned to crawl
- The student who crawls and needs to walk
- The student who wants all of the answers in a neat and tidy bow
- The busy bee

Gen to Gen

Traditionalists

- Born before 1946
- Oldest & Wisest
- Loyal and Hardworking
- Respect authority, adhere to rules
- Can make great mentors
- Not much on praise-don't expect much feedback
- Big Influencers
 - The Depression
 - WWII, Korean War
 - New Deal
 - Space Age

Boomers

- Born 1946-1964
- Hardworking and loyal +
- Competitive and sacrificing
- Challenge authority
- Can make great mentors
- Like regular feedback
- Big Influencers:
 - Civil Rights Movement
 - Vietnam War
 - Sexual Revolution
 - Assassinations
 - JFK, MLK, RFK

Gen Xers

- Born 1965-1976
- Steady work ethic
- Loyalty is earned, not expected
- Good rapport with authority but don't agree with hierarchy tactic
- Independent and work well with others-encourage independent thinking
- Big Influencers
 - The PC
 - Watergate
 - MTV
 - HIV/AIDS

Millennials

- Born 1977-1997
- Largest generation in workplace
- Respect earned through performance
- Not loyal-seek better opportunities
- Focused on self-improvement and determined to grow
- Like constant feedback
- Big Influencers:
 - The Internet
 - Terrorism
 - Smartphone
 - E-Consumerism

Generation Z

- Born after 1997
- Up and coming generation
- Appear to be very different from millennials (so far)
- Social media is central to their lives and communication
- Appreciate virtual work and collaborations
- Require more structure and predictability at work
- Big Influencers
 - Social Justice
 - Borderless
 - Meaning Makers
 - Personal Safety and Social Connection

Students We Might Encounter

I like to run before I crawl



I like to crawl and you want me to run

Students We Might Encounter

I like everything neat and tidy



I'm super busy with. . .



EVERYTHING

Feedback Tips

- Relationships
- Get to the point-CLEARLY
- As soon as possible
- Make sure it is performance focused
- Write it Down