

Supervisor Core Module 3: Leading Change and Managing Conflict

Training Transfer Indicators

Supervisor: _____ **Date Module Attended:** _____ **Reviewer:** _____ **Today's Date:** _____

There is a set of fundamental supervision and management knowledge and skills needed to be an effective supervisor. Whether on the job for two months or several years, these concepts should be regularly reviewed by a supervisor and their manager to achieve a high level of supervision.

How to use Training Transfer Indicator's (TTI's): For new supervisors, following Supervisor Core Module III, use the TTI's to assess the supervisor's learning and application. Review the TTI's during supervision to reinforce concepts learned during Core and apply them to every day practice. For seasoned supervisors, use the TTI's as a conversation guide to revisit fundamental supervision and management knowledge and skills.

Synopsis of Supervisor Core Module III: Leading Change and Managing Conflict: Two things are inevitable in the world of child welfare: there will be change and conflict. Change and conflict are often perceived negatively. However, it is often how supervisors lead and manage these situations that result in either positive or negative experiences for staff. Over the next two days, supervisors will learn how to use change and conflict as opportunities for growth which will ultimately help them and their staff better serve children and families.

Training Transfer Indicators	Plan for Further Development
Topic: Change	
Describe what the statement "all management is the management of change" means for your work?	
List four reasons why staff may resist change?	
Describe ways to engage a change agent in change. Change skeptic? Change critic?	
Describe one supervision strategy you would use to prepare for change. Implement change? Sustain change?	

Training Transfer Indicators	Plan for Further Development
Topic: Conflict	
Describe how emotional intelligence is an important supervisory skill when managing conflict.	
List the four communication styles and characteristics of each.	
Provide an example of how you would flex your communication style to meet the needs of your staff.	
What are the four main strategies for addressing conflict?	
Describe the three phases of directly addressing conflict.	

Additional Comments
