

Investing in Direct Supporters

A Team Approach

Direct Supporters bring the Positive Approaches paradigm to life.

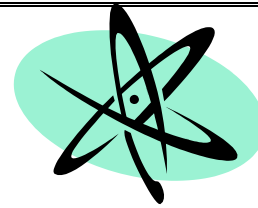
Which paradigm will you choose for your team?

Power Over?

- Have control over others
- Don't Share
- Not thought of as a real person

Power With?

- Share
- Embrace what each person brings
- Think of needs and wants

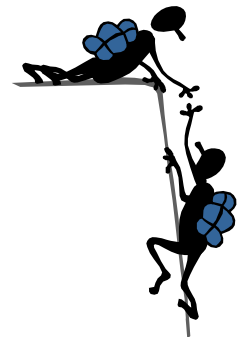


Discovering Unique and Common Needs are important to be aware of.

1. Needs we hold in common
2. Needs unique to the person
3. Quality in supporters to meet our needs
4. Is there any differences?

How we help people who are struggling is vital.

1. Approach with love, compassion, respect, acceptance, patients, tolerance, understanding, caring, honesty and encouragement.
2. Make an effort to keep people involved as much as they can
3. Reduce the demands placed on the person
4. Allow people more time to complete what they have to do
5. Offer concrete ideas about what to do
6. Help people remember that it has happened before
7. Be sympathetic to the pain people go through and understand
8. Stay close to people
9. Just listen



Implications for supporting direct supporters is also important to consider.

What We Get

- Policies & Procedures
- Emphasis on Compliance
- Data & Outcomes

What We Need

- A Power-With
- Understanding the big picture
- Understanding the supports a person needs

- Fixing problems
- Risk prevention
- Focus on here and now
- Fixed environments and how to make people accommodate them
- The thought that other professionals are “thinkers” and the direct supporters are the “doers”
- Risk prevention through creative thinking
- Emphasis on choice
- Focus on understanding in context actions now to the future
- Establishing environments and supports that minimize stress & discomfort
- Understanding human dynamics and therapeutic supports/strive for competence and confidants

Emotional intelligence has 5 areas of consituatim:



1. Self Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Adeptness in Relationships

Emotional competence support for supporters includes:

- Assessing the job
- Assessing the supporter
- Deliver assessment with care
- Gauge readiness
- Motivate us
- Make change self direct
- Focus on clear, manageable goals
- Prevent relapse
- Give performance feedback
- Encourage practice
- Arrange support
- Provide models
- Encourage and reinforce
- Evaluate

Supporting the supporter everyday.

- Physical health
- Environment
- Emotional well being
- Peers
- Stimulation and learning
- An “everyday life”





Supporting the supporter through leadership.

- Examine relationships throughout the organization beginning with how management relates to direct supporters.
- Honor each direct supporter as a full team member.
- Sharing power – goal is each team member will be equipped to excel in valued roles.

Managerial supports for direct supporters.

1. All levels of management should have a baseline knowledge of “best” or “promising practices” in the field – to know good supports from misdirected or inadequate ones.
2. All levels of Management should be clear that their responsibility is to expedite, teach, model and clear obstacles that interfere with direct care’s capacity to support those entrusted to their care.
3. Do not allow direct supporters to burn out. Step in personally if people are being pushed to the edge.
4. Consistently let people know that you know of the work they are doing.
5. Give frequent constructive and supportive feedback. It can be catching!

Leadership process to support the supporter.

1. Inspiring a shared vision
2. Encouraging the heart
3. Modeling the way
4. Enabling others to act
5. Challenging the process



REMEMBER it is less an issue of motivation than one of demotivation!

Resources and References

- Thought as a system/David Bohm
- Leadership practices inventory/James Kouzes
- Emotional intelligence/Daniel Goleman
- Anger/Thich Nat Hahn
- Truth or Dare/Starhawk
- Investing in the Direct Supporters: A healing path/Beth Barol