



# Coaching Session: Training Frontline Supervisors

*Economic Mobility - Program Scaling and Expansion*



# Economic Mobility Program Scaling and Expansion



◆ **Optional Coaching Sessions**



# The 10 keys to supervisor success

## 1) Culture at the core and building trust

*Enmesh trauma informed care principles into your culture. This is the most important key to supervisor success!*

## 2) Operations vs. programs

*Create a clear division for your participant employees and supervisors between their job in the ESE and their employee success programming*

## 3) Shadowing and experience

*Experienced supervisors who are passionate about investing in others are often the best trainers to work with new supervisors*

## 4) Identifying strong supervisors

*If you think a participant employee would make a great supervisor, share this feedback and have an open conversation to assess their interest level*



# The 10 keys to supervisor success *(continued)*

## 5) **Transparency and communication**

*Transparency and communication become even more challenging and important as your ESE grows*

## 6) **Systems and tools for support**

*Simple and accessible systems and tools can bring clarity, organization, and consistency to supervisors' jobs*

## 7) **Full-time staff (good supportive jobs)**

*The goal is to make your supervisor positions good, supportive jobs*

## 8/9/10) **It takes time and planning**

*Teaching is a journey. Dedicate time and resources. Plan it out.*

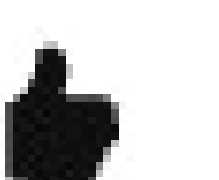
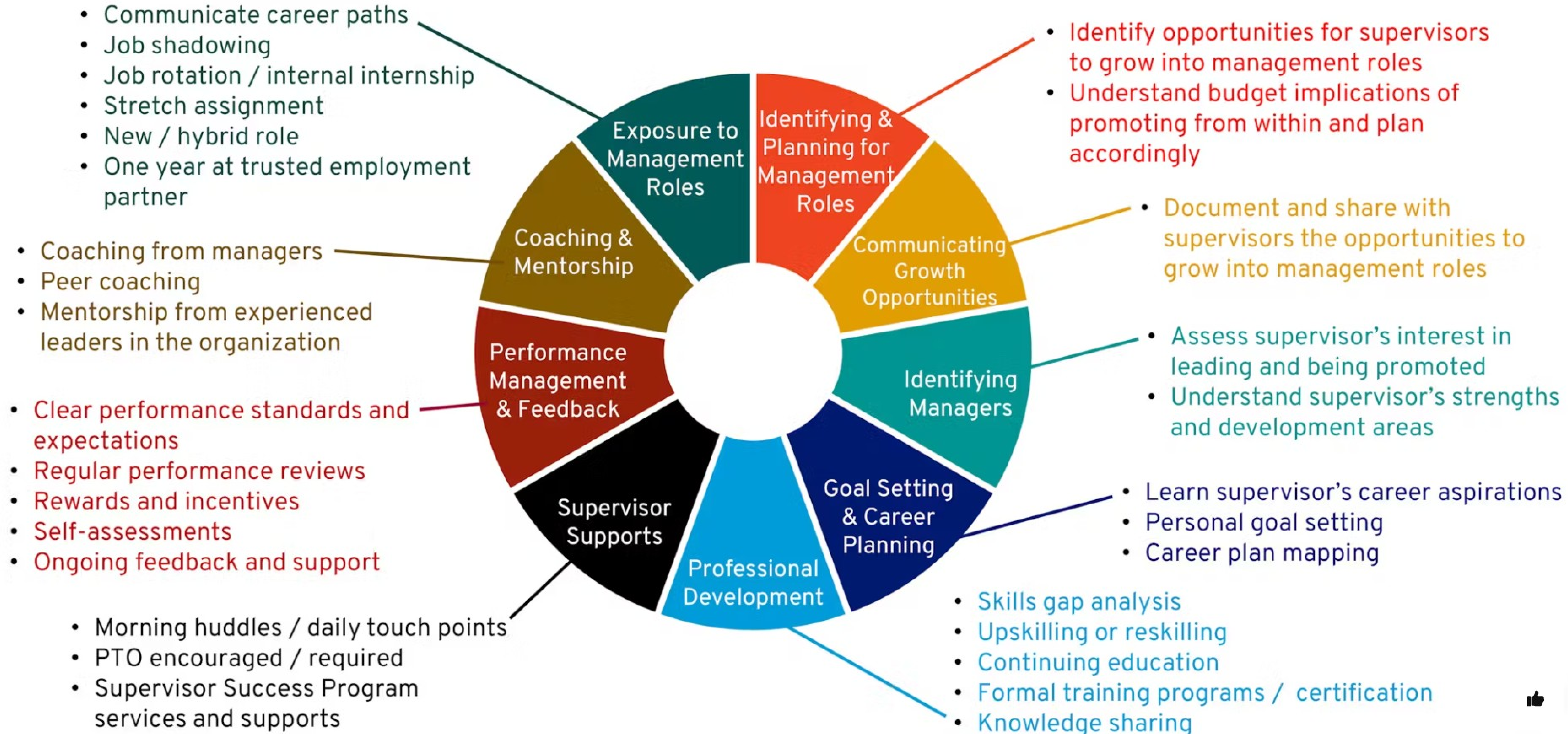




# Reflection & breakout group

- 1) What is one takeaway that you have from the 10 keys to supervisor success?
- 2) Is there a “key” that you think your ESE should add, change or refine based on what you learned?

# Preparing supervisors for next step leadership roles



In which of these areas does your ESE have the most experience and insights to share?

0  
Identifying & planning for management roles

0  
Communicating growth opportunities

0  
Identifying managers

0  
Goal setting & career planning

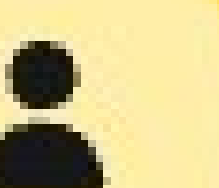
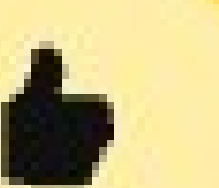
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Professional development

0  
Supervisor supports

0  
Performance management & feedback

0  
Coaching & mentorship

0  
Exposure to management roles



In which of these areas could your ESE benefit the most from ideas, guidance or support?

0  
Identifying & planning for management roles

0  
Communicating growth opportunities

0  
Identifying managers

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Goal setting & career planning

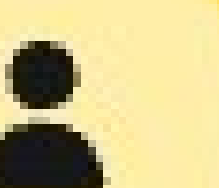
0  
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Coaching & mentorship

0  
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# Reflection & breakout group

What is the current pathway for your supervisors?



# **Group reflection**

**Any interesting ideas you heard  
from your peers?**



# Posted resources

- Supervisor Success: Trauma Informed Care & Onboarding [webinar recording](#)
- Stay tuned: Supervisor Success Toolkit coming soon!

## 0. TRAIN THE TRAINER: PART I II & III (*WORKSHOPS + GUIDES*)

### I. SETTING THE STAGE TOOLKIT (*TEACH IT YOURSELF*)

**Values & Mission Review:** What is our purpose? How will you build this into your leadership style? Rep. our org.?

**Roles and Responsibilities:** What do we as an org. expect of you as a new team leader from your first day?

**Goal Setting & Performance Management:** What type of leader do you want to be + key performance indicators

**Lived Expertise:** Trauma informed care to trauma informed management at an ESE, building trust

### II. SOFT SKILLS TOOLKIT (*TEACH IT YOURSELF*)

**Managing for Success:** How do we structure and organize our day-to-day to lead people and teams with ease?

**Radical Respect:** Giving & receiving feedback tips, tricks, and instructions for empowering your team

**De-escalation:** Trauma informed de-escalation training and step-by-step instructions for supporting participants

**Mental Health + Well-Being:** Taking care of ourselves so that we can show up as the best version of leaders!



# Feedback Survey

Please take a few minutes to fill out our Survey on this session.

<https://bit.ly/EMTScaleAll>

This feedback helps us improve your experience and plan adjustments to make moving forward.



# What's next?

- **Additional resources** will be posted on [REDFWorkshop](#)
- **Last required Track Session** – Thursday, June 12 from 11am-12:30pm PST
- **Upcoming optional workshops:**
  - June 3 – [Executive Skills](#)
  - June 4 – [Lived Experience & Career Readiness](#)
  - June 5 – [Career Readiness Curriculum Deep Dive](#)

**Questions?** Contact your Relationship Manager!

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**Thank you!**

