

Coaching Session: Training Frontline Supervisors

Economic Mobility - Program Scaling and Expansion



Economic Mobility Program Scaling and Expansion



Reflecting on Program Successes and Opportunities

February 13, 2025:

Enhancing Employee Competitiveness for Quality Jobs

June 12, 2025:

Introduction to Alternative Metrics







August 8, 2024:

Preparing for Scale and Rigorously Evaluating Opportunities

December 12, 2024:

Retention Tracking, Retention Services, and Alumni Services

May 15, 2025:

Training Frontline Supervisors

Coaching



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

Professional

Development \

Performance

Management

& Feedback

Supervisor

Supports

- Communicate career paths
- Job shadowing
- Job rotation / internal internship
- Stretch assignment
- New / hybrid role
- One year at trusted employment partner
- Coaching from managers
- Peer coaching
- Mentorship from experienced leaders in the organization
- Clear performance standards and expectations
- Regular performance reviews
- Rewards and incentives
- Self-assessments
- Ongoing feedback and support
 - Morning huddles / daily touch points
 - PTO encouraged / required
 - Supervisor Success Program services and supports



 Identify opportunities for supervisors to grow into management roles

 Understand budget implications of promoting from within and plan accordingly

- Document and share with supervisors the opportunities to grow into management roles
- Assess supervisor's interest in leading and being promoted
- Understand supervisor's strengths and development areas
- Learn supervisor's career aspirations
- Personal goal setting
- Career plan mapping
- Skills gap analysis

Identifying

Managers

Goal Setting

& Career

Planning

- Upskilling or reskilling
- Continuing education
- Formal training programs / certification
- Knowledge sharing



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

Coaching & mentorship

Performance management & feedback



Exposure to management roles

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

Identifying & planning for management roles

Communicating growth opportunities

Identifying managers

Goal setting & career planning

Professional development

Supervisor supports

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Performance management & feedback

Coaching & mentorship

Exposure to management roles







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:
 - o June 3 Executive Skills
 - June 4 <u>Lived Experience & Career Readiness</u>
 - June 5 <u>Career Readiness Curriculum Deep Dive</u>

Questions? Contact your Relationship Manager!

- Will Portnof <u>wportnof@redf.org</u>
- Jamie Stark jstark@redf.org









Thank you!

