



Supervisor Success Series: The 10 Keys to Supervisor Success

Continuing Education Week | Supervisor Success Series | Before You Train

3 November 2025 | Part 2 of this series will be held tomorrow at 11:00AM PT

ICEBREAKER

Write it in the Zoom Chat!

What is your role related to training frontline supervisors at your organization?

Update your name on Zoom: Name, Organization, Role

What is the Supervisor Success Series Toolkit?

What is the supervisor success series? | This is a starting place for (you!) our ESE partners to map out onboarding and training for frontline supervisors from a trauma informed lens.

Why is this important? | The frontline supervisor role is critical to participant-employee success. The better equipped supervisors are to be good people leaders, the more your business and workforce will thrive. The better you are at promoting individuals with lived experience, the better off your ESE!

How does it work? | This is a living curriculum of 6+ custom (edit and update these presentations heavily to fit the needs of your supervisors at your organization) training modules to help you get started on training your new supervisors as soon as they are promoted to frontline supervisor.

Who is it for? | Any facilitator (but also ESE leader, HR staff, trainer) involved in teaching, training, and shaping the role of the frontline supervisor at your organization.

Goal? | Help make your organization/ESE supervisor training as simple and comprehensive (as your ESE participant-employee training) as possible so participant-employees can be promoted and thrive, and external hires can feel welcomed and supported!

TOOLKIT LAUNCH

TOOLKIT TOPICS:

1. ***Before You Train*** – Train-the-Trainer, learn the 10 keys to supervisor success.
2. ***Mission & Values for Leaders*** - Connect leadership identity to your organization's mission and values.
3. ***Role of the Supervisor & Performance Management*** - Clarify expectations, responsibilities, and goals from day one.
4. ***Managing for Success*** - Build executive-functioning skills and prevent burnout in day-to-day leadership.
5. ***Lived Expertise & Trauma-Informed Leadership*** - Lead authentically while maintaining healthy boundaries and trust.
6. ***Giving Feedback & Empowering Your Team*** - Use encouragement-focused corrections and learn when to escalate.
7. ***De-Escalation & Conflict Management*** - Apply grounding tools and strategies to maintain safety and team stability.

CE WEEK



November 3rd Session | TODAY

- Supervisor Success Series: The 10 Keys to Supervisor Success
 - Questions to ask your org. before you train

November 4th Session |

- Supervisor Success Essentials: Trauma-Informed Training & Onboarding
 - Structuring your Supervisor Success Series Onboarding Plan

November 5th Session |

- Supervisor Success Series Panel
 - Featuring... GRID Alternatives, EMERGE CT, Chrysalis, and office hours with Kirsten!

WHAT WILL WE LEARN TODAY?

GOAL | Today we will talk through practical tactics for transforming your culture to support leaders and supervisors with lived expertise

Objectives | You will walk away with...

1. Real talk with an ESE leader who fundamentally changed her organization from the inside out
2. Ideas on how to structure your organization for supporting leaders with lived expertise
3. A starting point for thinking through the frontline supervisor role and your ESE culture

Next time: Training and onboarding for trauma informed management

Agenda | Supervisor Success Series: The 10 Keys to Supervisor Success

11:00 –
11:10 AM

Now –
11:45 AM PT

11:45 –
11:55 AM PT

11:55 AM –
12:30 PM PT

INTRODUCTIONS

- Icebreaker
- Supervisor Success Series Toolkit Preview
- Our CE Week
- Goal

REAL TALK ON LEADERS WITH LIVED EXP.

- What We Heard from ESEs?
- Keys to Supervisor Success Discussion and Case Study

BREAKOUT GROUP DISCUSSION

- Breakout Groups: Round Robin Discussion
- Write it out! Supervisor Success Series ESE - Evaluation
- What systems would you need in place to start promoting supervisors or what would make it better?

REFLECT + CE WEEK CONT.

- Reflections
- Supervisor Success Series Launch
- Tomorrow: Structuring Your Onboarding Plan & Trauma Informed Management
- Post Survey

INTROS



Facilitator | Kirsten Ham-Marshall

Former ESE Executive at Upspire in TX,
Supervisor Trainer Extraordinaire

Let's Share in the Chat...

Why do you care about this CE Week?

What Did We Hear From You?

Challenges our ESEs face hiring, training, and onboarding supervisors with lived expertise...

Before you train...

Roles & expectations, initial
promotion conversation,
identifying good leaders

Radical respect...

Giving and receiving
feedback

Structural...

Building strong
policies & reporting
procedures

Lived expertise...

Being promoted from peer to
leader, boundary setting,
emotional regulation

Building trust...

Teaching empathy,
modeling good
communication

Before You Train: Real Talk & Case Study!

The 10 Keys to Supervisor Success: Building a Culture for Leaders with Lived Expertise

1

Culture and trust
at the core

3

Shadowing and
experience

5

Transparency &
communication

2

Operations vs.
programs

4

Identifying strong
supervisors

10

Plan it out!

6

Systems and
tools for support

8

Teaching is a
journey

9

Dedicate time
and resources

7

Full-time staff



#1 Culture at the Core and Building Trust

#1 Culture at the Core and Building Trust

ANNOTATE! What's one thing you learned...

#2 Operations vs. Programs

 #3 Shadowing and Experience

#4 Identifying Strong Supervisors

 #5 Transparency and Communication

#6 Systems and Tools for Support

 #7 Full-Time Staff

 #8 Teaching is a Journey

 #9 Dedicate Time and Resources

#10 Plan it Out

Questions?

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BREAKOUTS

Instructions

1. We assigned you to a breakout room, let us know if you need any Zoom support!
2. In your breakout rooms spend ~10 minutes discussing (in a round-robin format) the Supervisor Success Series ESE evaluation that we will project onto your screens
3. Come back for a wider group debrief, and a deeper dive into the launch of our Supervisor Success Series Toolkit!

BREAKOUTS: ROUND ROBIN!

Supervisor Success Series ESE-Evaluation



Where Are We At? | In your group you will...

- (1) Introduce yourself! Name, role, ESE, and your *why*
- (2) Pick 1-3 things on this checklist and answer yes/no and WHY with your room.

- ✓ Supervisor training in any capacity?
- ✓ Supervisors with lived-expertise?
- ✓ One specific person in charge of onboarding?
- ✓ A formalized supervisor role description?
- ✓ A formalized supervisor performance checklist?
- ✓ A structured onboarding plan for your supervisors?
- ✓ Culture that supports supervisors?
- ✓ Systems that support supervisors?

REFLECT

Share Out | Pick One!

- One thing you will take back to your ESE after today
- Your new vision for the supervisor role at your ESE
- Culture insights from your organization/conversation

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WHERE CAN I FIND IT? On REDF Workshop!

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