Feedback, Supervision and Difficult Conversations

Presented by
Stacy L. Peterson, LMSW, ACSW
William L. Vanderwill, LMSW, ACSW, LMFT, BCD
Our goal

• To help you be the great supervisor you want to be by assisting you as you provide meaningful feedback during supervision.

• Give you at least two strategies you can implement during professional feedback conversations.
Understanding Student Needs

- Learning style
- Personal values
- Career Goals
Special Needs

• Creating a welcoming environment
• Supporting student performance
• Developing an atmosphere of success
Culturally Sensitive Supervision

- Developing rapport
- Respecting their experience
- Discussing PODS
What Challenges Do We Encounter

• The Gen to Gen Work Environment
• The student who wants to run but had not yet learned to crawl
• The student who crawls and needs to walk
• The student who wants all of the answers in a neat and tidy bow
• The busy bee
Gen to Gen

**Traditionalists**
- Born before 1946
- Oldfash & Wise
- Loyal and Hardworking
- Respect authority, adhere to rules
- Can make great mentors
- Not much on praise, don't expect much feedback
- Big Influencers:
  - The Depression
  - WWII, Korean War
  - New Deal
  - Space Age

**Boomers**
- Born 1946-1964
- Hardworking and loyal
- Competitive and sacrificing
- Challenge authority
- Can make great mentors
- Like regular feedback
- Big Influencers:
  - Civil Rights Movement
  - Vietnam War
  - Sexual Revolution
  - Assassinations
  - JFK, MLK, RFK

**Gen Xers**
- Born 1965-1976
- Steady work ethic
- Loyalty is earned, not expected
- Good rapport with authority but don't agree with hierarchy tactic
- Independent and work well with others encourage independent thinking
- Big Influencers:
  - The PC
  - Watergate
  - MTV
  - HIV/AIDS

**Millennials**
- Born 1977-1997
- Largest generation in workplace
- Respect earned through performance
- Not loyal seek better opportunities
- Focused on self-improvement and determined to grow
- Like constant feedback
- Big Influencers:
  - The Internet
  - Terrorism
  - Smartphone
  - E-Consumers

**Generation Z**
- Born after 1997
- Up and coming generation
- Appear to be very different from millennials (so far)
- Social media is central to their lives and communication
- Appreciate virtual work and collaborations
- Require more structure and predictability at work
- Big Influencers:
  - Social Justice
  - Borders
  - Meaning Makers
  - Personal Safety and Social Connection
Students We Might Encounter

I like to run before I crawl

I like to crawl and you want me to run
Students We Might Encounter

I like everything neat and tidy

I’m super busy with...

EVERYTHING
Feedback Tips

• Relationships
• Get to the point—CLEARLY
• As soon as possible
• Make sure it is performance focused
• Write it Down