Feedback, Supervision and Difficult Conversations

Presented by

Stacy L. Peterson, LMSW, ACSW

William L. Vanderwill, LMSW, ACSW, LMFT, BCD

M | **FIELD INSTRUCTION**
UNIVERSITY OF MICHIGAN

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.

FIELD INSTRUCTION
UNIVERSITY OF MICHIGAN

Gen to Gen

Traditionalists

- Born before 1946
- Oldest & Wisest
- 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-Consumerism

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 commination
- Appreciate virtual work and collaborations
- Require more structure and predictability at work
- Big Influencers
  - Social Justice
  - Borderless
  - Meaning Makers
  - Personal Safety and Social Connection

FIELD INSTRUCTION
UNIVERSITY OF MICHIGAN

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!

FIELD INSTRUCTION
UNIVERSITY OF MICHIGAN

Feedback Tips

- Relationships

- Get to the point-CLEARLY

- As soon as possible

- Make sure it is performance focused

- Write it Down