

HOPE-informed Supervision and Leadership



This handout will walk you through assessing how HOPE-informed your supervision/leadership style is currently. You might also consider pairing this document with the [HOPE-informed Checklist for Decision Making](#) to ensure that policies and decisions that you create as an organizational leader are HOPE-informed. If you haven't done so already, consider signing up for a HOPE 101 training or completing the [online modules](#) to ground yourself in the framework that your team is using with families.



As you work towards incorporating HOPE into your supervision and leadership style, ask yourself in what ways your supervision/leadership style does the following.

HOPE Informed Component

Examples

<p>Explicitly highlights or elicits staff strengths</p>	<p>Begin supervision sessions by noting or asking about something the staffer has done well/is proud of since the last time you spoke; Create a bulletin board with staff photos and personal strengths or skills; Encourage “shout outs” during staff meetings where people can publicly thank or celebrate colleagues for support or success</p>
<p>Encourages staff to acknowledge client/family/patient strengths, even in the face of challenges</p>	<p>Incorporate “what is going well” into every case conference; Encourage staff to document protective factors/strengths with each client contact</p>
<p>Creates formalized feedback loops with the community staff are serving</p>	<p>Create satisfaction surveys for families to complete; Update your website to include a “feedback box” section; Host community forums annually to learn about local needs, trends, and feedback regarding organizational services</p>
<p>Carves out time to reflect with staff in team meetings on how services and programs are</p>	<p>Include a block of time during each staff meeting to discuss how services support one or more of the Building Blocks; Include access to the Building Blocks as a priority when planning or updating any program or service</p>
<p>Seeks out existing (or the development of new) strengths-based assessment tools, intake forms, and screeners to be incorporated into practice</p>	<p>Evaluate current forms to determine if they assess for strengths and have strengths-based language; Create a committee to update non-manualized forms to reflect HOPE-informed values</p>

HOPE Informed Component

Examples

Publicly celebrates staff and program success in promoting access to Building Blocks	Ask during supervision how intervention is increasing access to one or more of the Building Blocks; Create a visual somewhere in the office with actual Building Blocks where staff can add a (de-identified) block when families have made new connections to resources
Prioritizes client/patient/family voice in crafting a treatment plan/next steps versus a staff-driven protocol	Supervision allows for staff reflection on how treatment planning practices honor client/ patient/family experience, preferences and priorities
Intentionally facilitates the building blocks within your team and can name some specific examples of fostering supportive and responsive relationships, safe/ stable environments, engagement and social/ emotional growth	Create a peer mentoring program at your office for staff; Promote volunteer opportunities your team can do together; Prioritize staff development around self-care and emotion regulation

Equally as important, you will want to reduce the amount of time you:

- ➔ Focus solely on challenges and problems during 1:1 supervision time and staff meetings.
- ➔ Create an “us versus them” mentality when talking about clients served.
- ➔ Eliminate opportunities for staff and community to provide feedback on organizational leadership.

As you work through this checklist, be gentle with yourself. Most of us do some of the things on both lists some of the time. The overall goal is to increase the depth and frequency of the HOPE-informed components and reduce the frequency of the non-HOPE-informed components. This is a marathon, not a sprint. Real culture shift takes time and intentionality. If you're stuck, we're here to help! Reach out to the HOPE National Resource Center team at hope@tuftsmedicalcenter.org.

To learn more about HOPE and for more resources, visit positiveexperience.org or email HOPE@tuftsmedicalcenter.org.

HOPE HEALTHY OUTCOMES
FROM POSITIVE EXPERIENCES

