



CWTP

Ohio Child Welfare
Training Program

Supervisor Roundtable Implementation Guide



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Why the Roundtable?

Learn together. Achieve together.

We've heard time again from the OCWTP's Supervisor Advisory Team, E-Track evaluations, and research on learning and training practices that **some of the most valuable learning occurs when there is sharing of knowledge and best practices among peers**; that is, knowledge building through a community of practice. This is the essence of the OCWTP's Supervisor Roundtable series.

Groups of learners generate new knowledge and skill through shared “innovation and the continuous improvement of ideas” in a community of practice (Moskaliuk, J., Kimmerle, J. & Cress, U., 2009). Through the Supervisor Roundtable series participants experience:

- Supportive and shared leadership
- Collective creativity
- Supportive conditions
- Shared personal practice

Why it's a series and not one-time only...

The roundtable's structure of three strategically timed sessions is key to the learning process. The three-part series allows participants to have time to implement what they learn combined with positive pressure to bring back information and reports of what they have implemented. Participants are able to learn by doing while being supported by other supervisors going through the same process.

Participant Testimonials:

- *All supervisors would benefit from this*
- *Loved the critical thinking, ability to speak with others about similar struggles to brain storm*
- *Great for interacting with other supervisors from other counties, networking, positive and interactive learning platform*
- *Although I had some struggles having just taken over a new unit when the roundtable session started, I found it very beneficial to have the opportunity to meet with others from various agencies and departments*
- *We have put into practice the process of identifying barriers, measuring progress and talking about CQI as an on-going process for measuring outcomes*
- *I think this could be an exceptional learning process for newer supervisors as it would provide support and a different way of problem-solving, making the workers part of defining*

the problem, creating the goal and then measuring the outcomes...a different approach and highly effective

- *I acquired skills and thought patterns I did not possess previously*
- *I acquired some amazing resources/tools from fellow participants*

The Supervisor Roundtable Series Overview

Goals

- Participants will enhance the skills of the staff in their unit through the implementation of a performance improvement process (identification of a goal, development and implementation of an action plan, and ongoing evaluation).
- Participants will utilize a community of practice to guide and support their learning.

Process

The Supervisor Roundtable series consists of three, six-hour classroom sessions. Scheduled check-ins between each session is optional (although highly recommended) for participant success. Additional training and/or coaching may be requested as a result of an individual's action plan.

Session One

- Participants discuss practices related to the Roundtable topic and common areas for improvement.
- Participants are oriented to the Supervisor Roundtable Wiki website.
- Participants learn about implementation science and the process of implementing a new practice within their units.
- Participants discuss measures and data sources that can inform gaps in practice (e.g. BIC, ROM, SACWIS, case files, CPOE, CFSR, observation).
- Participants choose a practice area or skills upon which to gather data and begin development of a goal and action plan for their unit.

In The Field Application

- Participants complete their assessment of selected practice area or skills and gather baseline data to inform goal formation.

Session Two

- Participants share data regarding the assessment of their selected practice.

- Collectively, participants identify various strategies and solutions to enhance each practice area.
- Empowered with collective knowledge, participants finalize unit goals and action plans regarding their selected practice. The plan includes specific performance objectives that are SMART (building on Supervisor Core knowledge).

Check-in

- Participants attend a virtual “Check-in” GAP to assess progress. Participants report successes and challenges related to their action plan, and share ideas with others on how to overcome challenges others were experiencing.

Session Three

- Participants report on progress, successes and challenges.
- Participants develop a plan to sustain progress and continue to strive towards their goal.

Scheduling a Roundtable Series

Participants

Participants of the Supervisor Roundtable series must be direct-services supervisors. Ideally, participants have been in their positions more than two years, but it is not required. Participants should be informed of the process and the goals of the roundtable prior to the first session, so they know what to expect from the series. Participants who express a desire to develop professionally through the process have been able to make the most progress through the roundtables.

It is recommended that Supervisor Roundtable sessions have a maximum of 12 participants. Ideally, sessions have between 10-12 participants.

Identifying Dates

The Supervisor Roundtable series consists of three sessions, and the time between each session is determined very strategically. The time between the first two sessions must provide participants enough time to collect and aggregate their data while keeping up with their routine job responsibilities. Furthermore, once data collection begins, frequently participants decide to change the direction of their project. Thus, the timeframe allotted must provide the flexibility for such changes.

The time between the second and third session must allow time for the participants to implement an action plan and collect preliminary results of the changes. The process will take time, but it is important to not allow so much time that participants become disengaged from the process. A final consideration may be supervisor conferences, statewide child welfare events, and weather conditions. All of these situations can place extra stress on time commitments with supervisors and their staff, which can create barriers to attendance. With these factors in mind we recommend the following general timeframes.

Session 1	Check-in	Session 2	Check-in	Session 3
	3-4 week implementation period		6-8 week implementation period	

Choosing a Supervisor Roundtable Series

The Supervisor Roundtable series can be used to meet needs in a variety of practice areas. As of June 2016, the Supervisor Roundtable series has been used to enhance engagement related practices and to enhance unit performance.

Supervisor Roundtable: Enhancing Engagement

Supervisor Roundtable: Enhancing Unit Performance

The learnings above are in E-Track, and may be scheduled by your RTC. If you believe the structure of the Supervisor Roundtable series would meet a learning need in your region, but the need/topic doesn't fall within the two series above contact Laura Hughes.

Identifying a Facilitator

Facilitation is an advanced training skill. It requires drawing participation out of a room of professionals and encouraging them to stretch their own development without taking the role of an expert presenting information. Facilitating veteran supervisors presents an additional challenge. Veteran supervisors are highly selective as to what trainings they attend, and they have intense pressure to use their time productively. To retain participants through three sessions, the time spent in the roundtable must be seen as genuinely valuable. The fulcrum in having a valuable roundtable process is the skill of the facilitator. An RTC scheduling a roundtable can have absolute certainty the facilitators have the skills necessary to facilitate effectively. Check E-Track for approved trainers for Roundtable learnings.

Trainers must go through an intensive approval process to facilitate the Supervisor Roundtable series.

Use of Technology – Supervisor Roundtable Wikisite

The community of practice is strengthened by the use of the Supervisor Roundtable Wikisite. Participants use the site to document their progress, develop their plans, and take notes; share plans to garner feedback and input from the group; access and share resources; communicate with each other outside of the classroom.

The facilitator or IHS staff will facilitate the process of setting up the wiki. Each RTC simply needs to have technology available to allow access to the wiki during the sessions.

Participants will be invited to join the Wikisite prior to the Roundtable series. At the conclusion of the series, participants will remain an active member of the Wikisite for 30 days.

[Click here](#) to view a handout that instructs participants on how to access the Wikisite.

Beyond the Classroom Sessions

The facilitator is able to provide participants with resources to support their data gathering and implementation of interventions. Often, participants benefit from coaching or additional classroom trainings for themselves or their staff. Facilitators and participants will contact RTCs if requests for additional learning opportunities arise during the Roundtable sessions. RTCs will determine how to best meet the request.

Things to Consider

Marketing

The OCWTP has developed fliers to assist in the marketing of the Supervisor Roundtable series. RTCs may customize the flyer to meet their needs.

Although, the use of the flyer is an effective strategy to get the word about the Roundtable series to agencies, most participants are recruited through individual contacts RTC staff have with supervisors within the counties they serve.

[Click here](#) to view an example Supervisor Roundtable series flyer.

Gaining Administrator Commitment

The pilots and regional offering of Supervisor Roundtable series proved participant attendance at all three sessions is critical to an overall successful experience. **The primary factor in retaining participants is the support of the supervisor's administrator.**

When organizing a Roundtable series, the OCWTP suggests not only individual contact with the supervisor but an additional contact with the supervisor's administrator. When both the

participant and their supervisor have committed to the process, participant retention through all three sessions is nearly 100%. Furthermore, the administrator is informed of the process and is able to support implementation of the changes the participant implements as a result of the process.

Appendix

Marketing

Session 1-3 Roadmaps

Wiki Instructions

Supervisor Roundtable: *Enhancing Engagement*

Knowledge building is the process by which communities of learners generate new knowledge and skill through shared “innovation and the continuous improvement of ideas
(Moskaliuk, J., Kimmerle, J. & Cress, U., 2009)

As a supervisor, some of our most valuable learning comes from the sharing of knowledge and best practices among peers. In September, the OCWTP is offering you a chance to do just that – join a group of supervisors to work on unit-specific goals related to engaging families. Unlike other trainings, the round table concept is facilitated by a trainer, but the learning outcomes are directed by supervisors. In a series of group and one-on-one coaching

sessions, participants will identify the area of practice where engagement skill enhancement is most needed in their units (e.g. documentation, engaging fathers, engaging families in collaborative practice, etc.) and brainstorm possible strategies to address the needed skill(s). Unlike, traditional trainings, the real learning will take place in your own unit as you gather baseline data on how your unit is doing; implement the strategies you and your team of peers identified to enhance the skills of your staff; and analyze results to build an ongoing plan of action. The trainer will be available to coach you throughout the process.

In essence, this training puts you in the driver’s seat. You receive credit for learning what you want to know; putting into practice what you learn; and actually being able to measure your results.

Wanted: Trail Blazers, Innovators, Spearheads, Brave Souls, Life Long Learners, A Few Good Supervisors

What: Supervisor Roundtable: *Enhancing Engagement*

When:

Contact: L

Supervisor Roundtable: Enhancing Engagement

Roundtable Roadmap: Session One

What are practice areas where engagement skill enhancement is most needed in my unit?

An improvement in _____ engagement practice would result in the maximum benefit of my time and resources.

What are the goals for my unit?

What is my unit doing well? What do we need to improve?

What data do I need to establish a baseline for my goal?

Data Required to Establish Baseline	Strategy for Data Collection	Needed Resources and/or Support	Completion Date

What have I learned from my data?





Supervisor Roundtable: Enhancing Engagement

Roundtable Roadmap: Session Two

What did my data tell me?

How I have tried to improve this practice in the past? *Note challenges and successes*

What is my SMART (specific, measureable, achievable, relevant, time-bound) goal?

Please rate your unit's performance in your goal area on a scale of 1 to 10, with 1 being the lowest and 10 being the highest. Provide an explanation of your rating.

LOW 1 2 3 4 5 6 7 8 9 10 HIGH

What is my action plan to achieve my goal?

Steps	How am I going to engage my staff in this step?	How will I supervise this step?	What support do I need from my peers to complete this step?	Completion Date
1.				
2.				
3.				

Supervisor Roundtable Roadmap Session 3

1. On a scale of 1 to 10, with 1 being the lowest and 10 being the highest, please rate your unit's performance in your goal area **today**.

LOW 1 2 3 4 5 6 7 8 9 10 HIGH

2. On a scale of 1 to 10, with 1 being the least receptive and 10 being the most receptive, how well did the staff in your unit respond to your engagement goal?

LOW 1 2 3 4 5 6 7 8 9 10 HIGH

3. If staff responded poorly, what might you do differently to help engage them in the process?

For each step in your action plan, please answer each of the following questions:

Step #	On a scale of 1 to 10, please rate how well you engaged your staff in completing the action step.	How did this step help you achieve your goal?	What barriers did you experience to achieving the action step?	What (if any) strategies might you try to overcome any barriers?
1	1 2 3 4 5 6 7 8 9 10			
2	1 2 3 4 5 6 7 8 9 10			
3	1 2 3 4 5 6 7 8 9 10			
4	1 2 3 4 5 6 7 8 9 10			
5	1 2 3 4 5 6 7 8 9 10			

4. Is this engagement practice a practice you'd like to sustain in your unit? Yes No

5. If you intend to continue grow or sustain this engagement practice, what is your plan to do this? (Please outline your plan in the table below.)

List each action necessary to sustain/grow your engagement practice	What is your plan to ensure follow-through with the action?	Who will be your champion in this process?

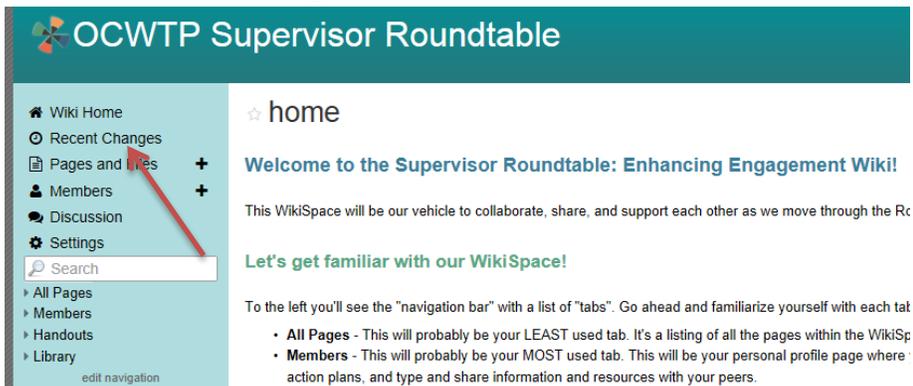
6. How will you use this network of supervisors to support your engagement work in the future?

Getting Starting with Wiki's

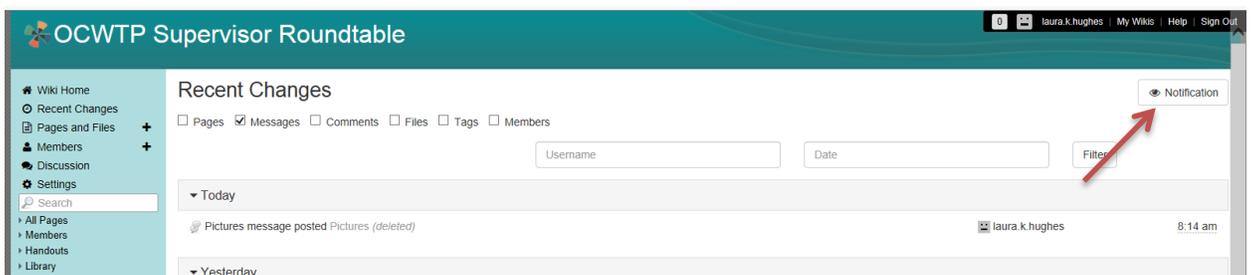
If this is your first time using a wiki, you might want to view this short [YouTube video on working with wikis](#) - it only takes a couple of minutes.

To Set-Up Notifications

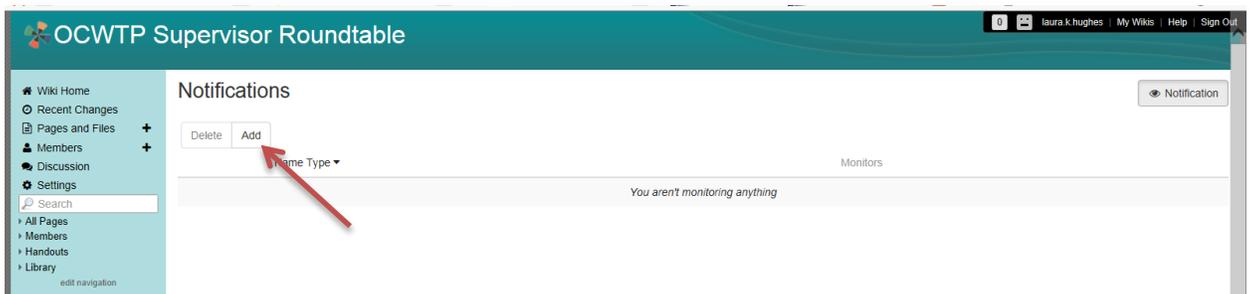
1. Click the "Recent Changes" tab.



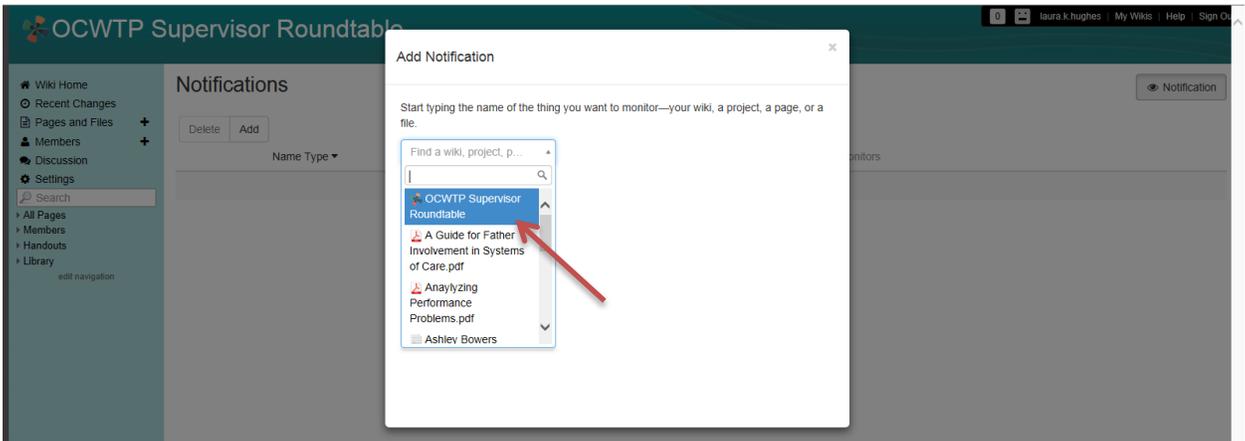
2. Click "Notification" in the top right corner of the page.



3. Click "Add" to add a notification.



4. Select "OCWTP Supervisor Roundtable" to receive notifications from any page on the Wiki.



5. Check the box to receive notifications regarding “Page Edits,” “Discussions,” and “File Changes”, and then click “Update”.

