CLINICAL SUPERVISION IN THE NEW AGE

Presented by:
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Recovery & Addiction Professionals of WI

INTRODUCTION

Dan Bizjak, LCSW, ICS, CSAC
- RAP-WI President
- NAADAC Student Committee
- NBCC/NAADAC Mentor
A CONFERENCE CALL IN REAL LIFE

THE GENERATIONS
GAME TIME

1. try to find a group of 10 individuals within same age.
2. Identify your top three concerns of the younger/older generation.
3. 10 minute time limit
<table>
<thead>
<tr>
<th>Date</th>
<th>Generation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1925 - 1945</td>
<td>Silent Generation</td>
<td>Silent because would not speak out against the government. They seemed not to want to make a change or difference in the world.</td>
</tr>
<tr>
<td>1946 - 1964</td>
<td>Baby Boomer</td>
<td>Grew up in a time when the US was prosperous, economy “boomed”. Birth rates were at an all time high.</td>
</tr>
<tr>
<td>1965 – 1979</td>
<td>Generation X</td>
<td>Know to have the highest rate and highest level of education in the US. Grew up in a world of wars and historical events.</td>
</tr>
<tr>
<td>1975 – 1985</td>
<td>Xennials</td>
<td>Known to have more traditional relationships. These relationships developed prior to social media.</td>
</tr>
<tr>
<td>1980 – 1994</td>
<td>Millennials</td>
<td>More independent with their opinions and choices. More likely to be cautious of energy conservation and saving the earth due to global warming publications.</td>
</tr>
<tr>
<td></td>
<td>Generation Y</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gen Next</td>
<td></td>
</tr>
<tr>
<td>1995 – 2012</td>
<td>Generation Z</td>
<td>Less likely to engage in religious practices. Highly likely to rely on self. Do NOT like to be under control by government or authority.</td>
</tr>
<tr>
<td></td>
<td>iGen</td>
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</tbody>
</table>

### COMPLAINTS BY GENERATION

**Millennials ➡️ Older Worker**
- Resistant to Change
- Lack of recognition of my efforts
- Micromanage me

**Older Worker ➡️ Millennials**
- Poor work ethic
- Informal behavior and language
- Inappropriate dress

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23 DRIVERS FOR WORK

SURVEY COMPLETED BY DR. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

- Autonomy
- Challenge
- Creativity
- Developing others
- Empathy
- Excelling
- Excitement
- Family
- Friendship
- Fun
- Impact
- Learning

- Money
- Ownership
- Pressure
- Prestige
- Problem Solving
- Purpose
- Recognition
- Service
- Social Responsibility
- Teamwork
- Variety

Key Generational Shift 1:

- Autonomy ranked:
  - Millennials = 21st
  - Boomers = 8th
  - Gen X. = 12th
Key Generational Shift 2: Recognition:
Helps in retaining and engaging Millennials. Overall it energizing for all employees.

“Millennial employees are much more often strongly motivated by receiving recognition for their good work”

Top 3 Motivators

<table>
<thead>
<tr>
<th>Millenials:</th>
<th>Gen X:</th>
<th>Boomers:</th>
<th>Traditionalists:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Impact</td>
<td>1. Impact</td>
<td>1. Impact</td>
<td>1. Impact</td>
</tr>
<tr>
<td>2. Learning</td>
<td>2. Learning</td>
<td>2. Learning</td>
<td>2. Learning</td>
</tr>
</tbody>
</table>

SURVEY COMPLETED BY DR. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0
### 23 Drivers for Work

Survey completed by Drs. Jean Greaves and Travis Bradberry via Emotional Intelligence 2.0

#### Bottom 3 Motivators

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Millennials</td>
<td>Prestige</td>
<td>Autonomy</td>
<td>Money</td>
</tr>
<tr>
<td>Gen X</td>
<td>Fun</td>
<td>Prestige</td>
<td>Money</td>
</tr>
<tr>
<td>Boomers</td>
<td>Fun</td>
<td>Prestige</td>
<td>Money</td>
</tr>
<tr>
<td>Traditionalists</td>
<td>Recognition</td>
<td>Prestige</td>
<td>Money</td>
</tr>
</tbody>
</table>

### Generational Comparison

<table>
<thead>
<tr>
<th>Generation</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boomers</td>
<td>7</td>
</tr>
<tr>
<td>Gen Xers</td>
<td>5</td>
</tr>
<tr>
<td>Millennials</td>
<td>1.5 - 2</td>
</tr>
</tbody>
</table>

Gostick & Elton
CLINICAL SUPERVISION FUNDAMENTALS

- **Teacher** – Assist in development of skills and knowledge.
- **Mentor** – role modeling, train, and support the professional identity.
- **Coach** – provide morale building, assess strengths, needs areas, and cheerleader.
- **Consultant** – monitoring performance, assessing counselor, oversight.
“Quality clinical supervision is founded on a positive supervisor – supervisee relationship that promotes client welfare and the professional development of the supervisee”

~TIP 52

QUALITIES OF EFFECTIVE CLINICAL SUPERVISION

• Demonstrates empathy, positive regard and genuineness
• The ability to create a safe learning environment.
• The ability to communicate effectively.
• The ability to be open, approachable, and supportive.
• Model ethical behavior.
• Decision-making and problem-solving skills.
• The exercise of judgement in understanding a situation and to execute an appropriate plan of action.
• Openness to examine one’s own biases and attitudes.
• Effective time management and organizational skills
• A sense of humor, humility, and balance in life.
BUILDING THE RELATIONSHIP
RULE #1

Take time to get to know your supervisee.

BUILDING THE RELATIONSHIP
RULE #2

Identify the expectations together.
BUILDING THE RELATIONSHIP
RULE #3

Identify goals

BUILDING THE RELATIONSHIP
RULE #4

Be Human
“Younger employees, as a group, want to work and be managed in different ways from older team members, and from the ways most team leaders learned to manage.”

Gostick & Elton
NEW AGE

• Seeking more coaching and feedback

• Stronger desire for appreciation of their work.

• Job hopping faster

SIX CONVERSATIONS

1. What's expected of me?
2. What and how should I develop?
3. How am I doing?
4. How did I do?
5. How will I be rewarded?
6. What's next for me?

~King, pg. 6
KEY STRATEGIES TO ENERGIZE STAFF

- Adopt simple rituals of recognition.
- Institute transparency of team challenges.
- Foster direct relevant learning.
- Clear communication to the team of the meaning of their work.

Gostick & Elton

ADOPT SIMPLE RITUALS OF RECOGNITION

1. Applaud attempts
2. Do it now
3. Do it often
4. Be specific
5. Clearly reinforce key values
6. Formally celebrate significant outcomes
7. Take a S.T.E.P.
INSTITUTE TRANSPARENCY OF TEAM CHALLENGES

- Roll with resistance (MI)
- Active Listening
- Team approach to problem solving
- Use member strengths.

FOSTER DIRECT RELEVANT LEARNING

- Subject Matter Experts (SME’s)
- Use of IDP’s in trainings
- Have fun with learning.
How do I fit in?

What is the bigger picture?

Transparency is key

THE BEST TEAM CULTURE

CLEAR COMMUNICATION TO THE TEAM OF THE MEANING OF THEIR WORK.

PSYCHOLOGICALLY SAFE

DEPENDABLE

STRUCTURE

CLARITY

IMPACT
SMART RECOGNITION

- **Applaud attempts**
- **Do it now**
- **X Do it often**
- **Be specific**
- **Clearly reinforce key values**
- **Formally celebrate significant outcomes**
- **Take a S.T.E.P.**

TAKE A S.T.E.P

- Tell a **Story** about the accomplishment
- Gather the immediate team **Together** to listen to and add comments
- **Emphasize** a core value that was displayed
- **Personalize** the moment
“HOW TO HAVE A HYBRID MEETING THAT WORKS FOR EVERYONE”

 KEY TAKE AWAYS

• Ground rules
• Video First
• All on or all off
• No Whiteboard
“Our work is not just what we do, but who we are. We are a profession dedicated to teaching, coaching, mentoring, and consulting. In hopes to leave the next generation with new knowledge, skills, and understanding to make the world a better place.”

Dan Bizjak

REFERENCES


