

Supervising for Quality & Impact (SQI)

Introduction, Syllabus & General Information

January – February 2020

Skillful supervision and management are essential ingredients of a high-quality, effective legal aid delivery system. The importance of these functions is reinforced by ABA standards of practice and LSC performance criteria. To build stronger and more effective organizations, legal aid and public interest law providers must institute supervision and management systems that encourage innovation, nurture talents, support diversity and reward hard work. ***Supervising for Quality and Impact*** provides an introduction to the skills and organization systems necessary to guide the work of legal aid providers and staff.

Course Structure:

- In the Prep Week, participants attend one webinar (45') and complete a number of self-paced activities (1.25 hours) via the course site. Activities include completing: a pre-training survey, reading assignments, two scenarios and introductions.
- In Weeks 1 - 4, participants attend webinars and small group sessions where they have opportunities to apply new knowledge to scenarios, share challenges with faculty, and practice specific skills via role plays in the areas of delegation and constructive feedback. Participants also complete weekly between-session assignments.

Learning objectives: In your role as supervisor, you will be able to:

- Identify three primary roles of supervisors and incorporate them into your supervision;
- Recognize how you can supervise effectively with the systems that exist/do not exist at your organization;
- Match the development needs of supervisees with the appropriate style of supervision;
- Give effective constructive feedback using a process and exploratory language;
- Delegate effectively using a checklist;
- Utilize effective tools to supervise successfully across differences in power and identity.
- Develop a plan for strengthening your supervisory skills in selected areas

NOTE: We are redesigning SQI for the February 2020 delivery to incorporate supervising across differences of power and identity (e.g., race, gender, other). Although the days and times in the following tables are accurate, the order of sessions might change as we further refine new course modules. We look forward to delivering this updated version of SQI.

Time Commitments: This training involves a significant time commitment. Since the training takes place over a month (see table below for details), it is essential that you clear your schedule for the times outlined below so you can participate in all activities. This is particularly important since many of the activities involve small groups and paired exercises that require involvement of all participants. **NOTE: All times are Eastern (ET)**

Prep Week January 27 – 31	Week 1 Tuesday, February 4 th	Week 2 Tuesday, February 11 th	Week 3 Tuesday, February 18 th	Week 4 Tuesday, February 25 th
2 hours	4 hours 12:00-4:00 ET	4 hours 12:00-4:00 ET	4 hours 12:00-4:00 ET	4 hours 12:00-4:00 ET
Intro Webinar – Tuesday, January 28 th (1:00-1:45 ET)	Large & Small Group Sessions	Large & Small Group Sessions	Large & Small Group Sessions	Large & Small Group Sessions
Self-paced activities (1.25 h)				

Overview of Activities: Following is an overview of course activities. You will find detailed information about each activity on the course site. ***You should always read the detailed information on the course site before beginning an activity.***

If you have any questions as you proceed with any of the assignments or if you run up against technical problems or challenges with the course site, please email: coursehelp@povertylaw.org

We want you to have a great experience with this course and we are happy to answer your questions.

PREP WEEK: January 27 – 31, 2020
All times Eastern (ET)

Schedule	Description	Time
On your own	Activities <ul style="list-style-type: none"> • Prep computer for live sessions (5') • Attend Intro Webinar on Tuesday, Jan. 28th (45') • Complete Pre-training survey (10') • Post introduction to discussion form (15') • Watch two scenarios and complete worksheets (30') • Complete readings and Self-Assessment (20') 	2 hours

WEEK 1: February 4, 2020
All times Eastern (ET)

Schedule	Description	Time
12:00 – 4:00	Sessions <ul style="list-style-type: none">• Supervisory Ecosystem and Three Roles• Supervising Across Differences	4 hours

WEEK 2: February 11, 2020
All times Eastern (ET)

Schedule	Description	Time
12:00 – 4:00	Sessions <ul style="list-style-type: none">• Stages and Situational Supervision• Motivation & Burnout	4 hours

WEEK 3: February 18, 2020
All times Eastern (ET)

Schedule	Description	Time
12:00 – 4:00	Sessions <ul style="list-style-type: none">• Delegation• Organizational Alignment	4 hours

WEEK 4: February 25, 2020
All times Eastern (ET)

Schedule	Description	Time
12:00 – 4:00	Sessions <ul style="list-style-type: none">• Constructive Feedback• Putting It All Together	4 hours