

Supervising for Quality & Impact (SQI) (Online)

Introduction, Syllabus & General Information

November – December 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 (all activities are online):

- In the Intro Week, participants attend one webinar (45') and complete a number of self-paced activities (1.25 hours) via the course site. Activities include completing: an intro survey, reading assignments, one scenario and introductions.
- In Weeks 1 - 4, participants attend webinars and small group sessions (all online) 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

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); All activities are online.**

Prep Week Nov 2 – 6	Week 1 Tuesday, Nov. 10 th	Week 2 Tuesday, Nov 17 th	Week 3 Tuesday, Nov 24 th	Week 4 Tuesday, Dec 1 st
2 hours	4 hours 12:30-4:30 ET	4 hours 12:30-4:30 ET	4 hours 12:30-4:30 ET	4 hours 12:30-4:30 ET
Intro Webinar – Wed, Nov 4 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 with the assignments or course site, please email: coursehelp@povertylaw.org

Our goal is that you have a great experience with this course.

PREP WEEK: November 2 – 6, 2020
All times Eastern (ET); All Activities online.

Schedule	Description	Time
On your own	Activities <ul style="list-style-type: none"> • Prep computer for live sessions (5') • Attend Intro Webinar on Wednesday, November 4th (45') • Complete Intro survey (10') • Post introduction to discussion form (15') • Watch one scenario and complete worksheet (20') • Complete readings and Self-Assessment (20') 	2 hours

WEEK 1: November 10, 2020*All times Eastern (ET); All Activities online.*

Schedule	Description	Time
12:30 – 4:30	Sessions <ul style="list-style-type: none">• Supervisory Ecosystem and Three Roles• Supervising Across Differences	4 hours

WEEK 2: November 17, 2020*All times Eastern (ET); All Activities online.*

Schedule	Description	Time
12:30 – 4:30	Sessions <ul style="list-style-type: none">• Stages and Situational Supervision• Delegation	4 hours

WEEK 3: November 24, 2020*All times Eastern (ET); All Activities online.*

Schedule	Description	Time
12:30 – 4:30	Sessions <ul style="list-style-type: none">• Motivation & Burnout• Constructive Feedback	4 hours

WEEK 4: December 1, 2020*All times Eastern (ET); All Activities online.*

Schedule	Description	Time
12:30 – 4:30	Sessions <ul style="list-style-type: none">• Faculty Panel/Open Forum• Putting It All Together	4 hours