



SUPERVISION SUMMIT

Creating a Shared Vision of Supervision

JANUARY 28 & JANUARY 30, 2025



Heart-Based Coaching (Supervision)

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Heart-Based Coaching (Supervision)

Building an Authentic Workforce
through Meaningful Supervision

Presented by: Lori Ashcraft, PhD, ITE

Funded by:



Office of
Mental Health

The Critical Role of Supervision in Organizational Well-being

Connects training with actual practice

Supports continuing growth and development of supervisees

Role models a fearless approach to challenges

Inspires employees to bring their talents and authenticity to work

Shifts the focus from compliance to personal responsibility

- Clarity on job expectations
- Understanding and utilizing people's strengths
- Creating a basis for continuous growth conversations
- Mutual agreement ensures ownership and self-determination

Importance of Agreement in Heart- Based Supervision

- Ownership for performance improvement stays with the employee
- Supervisor as a support and accountability partner
- Role-modeling recovery principles at the management level
- Encourages creativity, accountability, and initiative

Self-Determination at Work

Video Introduction: Using the Performance Agreement

- Purpose of the Video:
 - Demonstrates how to co-create a performance agreement
 - Shows the supervisor's supportive role
 - Highlights mutual accountability in performance management
- Key takeaways to look for:
 - Employee ownership of the agreement
 - Supervisor providing guidance, not directives
 - Clear communication and feedback processes
- Let's Watch the Video



Giving Feedback:

1. Ask permission
2. Identify strengths
3. Offer feedback to help the person reach their potential
4. Use recovery language
5. Be sensitive and respectful

Receiving Feedback:

1. Listen as if receiving a gift
2. Avoid defensive reactions
3. Consider the source
4. Respond with clarity and grace

Heart-Based Feedback Process

- Avoid waiting too long to address issues
- Focus on strengths first
- Engage in respectful, honest conversations
- Co-create a clear and actionable improvement plan
- Establish measurable results and review timelines

Addressing Challenging Scenarios

The First Route

Lowering Expectations

- ❖ Supervisor lowers performance expectations
- ❖ Employee's self-esteem drops
- ❖ Other employees become resentful as they take on additional work
- ❖ Integrity is compromised, draining energy from both parties

The Second Route

Termination

- ❖ Negative and often resentful process
- ❖ Can result in legal risks (e.g., discrimination claims)
- ❖ Damages team morale and organizational culture

The Third Route

Heart-Based Supervision

- ❖ Arrange a meeting with ample time for discussion
- ❖ Review employee strengths and performance barriers
- ❖ Collaborate on a performance improvement plan
- ❖ Set clear expectations and timelines
- ❖ Agree on future actions if corrections are not effective

See what is
done well
and what is
done not so
well on this
video.



WHAT NOW?

Summary of Key Concepts and Final Thoughts

- The important role of supervision/coaching
- The critical role of mutual agreements
- Giving and receiving heart-based feedback
- Honest and supportive performance corrections
- Addressing challenges directly and effectively
- Emphasize the role of supervisors as mentors
- Encourage growth and development in the workplace
- Inspire employees to take ownership of their performance

Handouts

Available Handouts:

- Performance Agreement Template
- Self-Assessment for Supervisors
- Employee Assessment supervision

How to Access:

- Provided at the end of this session
- Available in digital format via email or download link



Questions?

Thank You for Your Attention!

*Let's Be
Inspiring and Irresistible*



BROADCAST ON: JANUARY 28, 2025

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