

## Supervisor Core Module 3: Communication, Conflict, and Change

### Training Transfer Indicators

**Supervisor:** \_\_\_\_\_ **Date Module Attended:** \_\_\_\_\_ **Reviewer:** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_

There is a set of fundamental supervision and management knowledge and skills needed to be an effective supervisor. Whether on the job for two months or several years, these concepts should be regularly reviewed by a supervisor and their manager to achieve a high level of supervision.

**How to use Training Transfer Indicator's (TTI's):** For new supervisors, following Supervisor Core Module III, use the TTI's to assess the supervisor's learning and application. Review the TTI's during supervision to reinforce concepts learned during Core and apply them to every day practice. For seasoned supervisors, use the TTI's as a conversation guide to revisit fundamental supervision and management knowledge and skills.

**Synopsis of Supervisor Core Module III: Communication, Conflict and Change:** This module introduces three concepts that directly impact the work of supervisors and the functioning of their unit: Communication, Conflict, and Change. We begin by examining the importance of good communication in child welfare. We will present strategies for improving communication and ensuring that intended messages are received. Conflict is then addressed, because it is frequently caused by poor communication or lack of communication. We will look at the conflict cycle, as well as several strategies for conflict management. Change is a force that is both necessary and unavoidable in the child welfare field. We will discuss the causes and stages of change, and review strategies for change management. We conclude the workshop by emphasizing the interrelated relationship between these three concepts.

Training Transfer Indicators	Plan for Further Development
<b>Topic: Relationship Between Communication, Conflict and Change</b>	
Describe how poor communication within your unit can lead to increased conflict.	
Describe how poorly managed change produces conflict.	
<b>Topic: Conflict</b>	
Describe how conflict can have both positive and negative consequences.	

Training Transfer Indicators	Plan for Further Development
Provide an example of conflict you've experienced at this agency that resulted in positive change.	
Describe strategies you will use to manage conflict in your unit.	
<b>Topic: Change</b>	
What does it mean when we say, "change can have intended and unintended consequences"?	
Describe how you would introduce change into your unit and manage your staff's reactions.	
<b>Topic: Communication</b>	
As a result of this workshop, what will you change about how you will communicate with your staff?	

**Additional Comments**

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