

Maximizing Team and Peer Networks to Improve Family Outcomes

RESOURCE GUIDE

Building a Team of Family Support Professionals

- Provide regular reflective supervision
- Best practices:
 - Build trust and respect
 - Show appreciation
 - Communicate effectively
 - Instill belonging
 - Develop talent
 - Celebrate accomplishments
 - Communicate a compelling purpose
 - Practice teamwork
 - Identify and use individual strengths
- Model healthy work/life balance and healthy self-care skills
- Identify the stressors that are impacting staff
- Pay attention to signs of chronic work-related stress and burnout and address immediately
- Prevent compassion fatigue through education, support and self-monitoring
- Adjust caseloads and support FSPs through crisis situations
- Manage your own stress, develop a network of support with other supervisors
- Build resilience in FSPs
 - Give the ability to control some portion of their job – flexible schedule, work from home
 - Support healthy boundaries with families and co-workers
 - Find ways to utilize each person's strengths and gifts; encourage creativity
 - Ensure they have the tools and resources they need to accomplish their work
 - Encourage them to take breaks and use their vacation time
 - Clearly communicate performance expectations
 - Offer specific praise
 - Avoid micro-managing
 - Encourage them to include self-care goals when they set goals for themselves
 - Make healthy stress reduction ideas a part of team meetings
 - Model healthy stress management techniques



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Resources

Chapter 1: Welcome

Chapter 2: Effective Communications

- Effective Communication Tips – [Handout](#)
- Communication Technology – [Handout](#)
- Using Technology to Communicate – [Handout](#)
- Five Ways to Listen Better - Video and [Transcript](#)
- Be Aware of Body Language, TED Talk - [Transcript](#)
- Relationship Communication Problems: Stress – [Transcript](#)
- How to Manage Your Emotions When Communicating at Work - [Transcript](#)
- Effective Communication Strategies - [Video](#) and [Transcript](#)
- Navigating Confidentiality in the Workplace - [Video](#) and [Transcript](#)
- Conduct Regular Supervision Meetings – [Handout](#)
- What's Your Listening Position? - Resource [Handout](#)
- Thich Nhat Hanh on Compassionate Listening Super Soul Sunday Oprah Winfrey Network - [Video](#)

Chapter 3: Effective Teams

- It's Smarter to Travel in Groups - [Video](#)
- Lessons of the Geese - [Video](#) and [Transcript](#)
- Management vs. Leadership - [Handout](#)
- How to Build a Winning Team - [Video](#) and [Transcript](#)
- Elements of Cohesive Teams - [Handout](#)
- The Supervisor's Role - [Video](#) and [Handout](#)

Chapter 4: Team Considerations

- Elements of a Healthy Team Environment – [Handout](#)
- A Goal-Oriented Team - [Transcript](#)
- Peer Support How-To - [Transcript](#)
- Overcoming the Challenges of Peer Support – [Handout](#)
- Effective Peer Support Groups – [Resource Handout](#)
- No One of Us Knows As Much As All of Us – [Resource Handout](#)
- Group Cohesion and team Building - [Resource Handout](#)

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Chapter 5: Work-Related Stress, Compassion Fatigue

- Work-Related Stress – [Handout](#)
- The Results of Chronic Stress – [Handout](#)
- Signs and Symptoms of Compassion Fatigue – [Handout](#)
- Addressing Compassion Fatigue – [Handout](#)
- Family Support Work and Compassion Fatigue - [Video](#) and [Transcript](#)
- Secondary Traumatic Stress - [Resource Handout](#)

Chapter 6: Work-Related Stress, Burnout

- Introduction to Burnout – [Handout](#)
- Three Stages of Burnout – [Handout](#)
- Attending to Burnout - [Handout](#)
- How to Prevent Burnout – [Resource Handout](#)
- How to Address Burnout - [Resource Handout](#)
- Three Stages of Burnout - [Video](#)

Chapter 7:

- The Road to Resilience, American Psychological Association - [Reading Assignment](#)
- Building Resilience and Preventing Burnout – [Handout](#)
- 10 Relaxation Techniques That Zap Stress Fast, WebMD - [Webpage](#)
- Team Meetings as Resilience Builders - [Video](#)
- When Supervisors are Stressed - [Handout](#)
- Burnout and Post-Traumatic Stress Disorder: More Similar Than You Think - TED Talk - [Video](#) and [Transcript](#)