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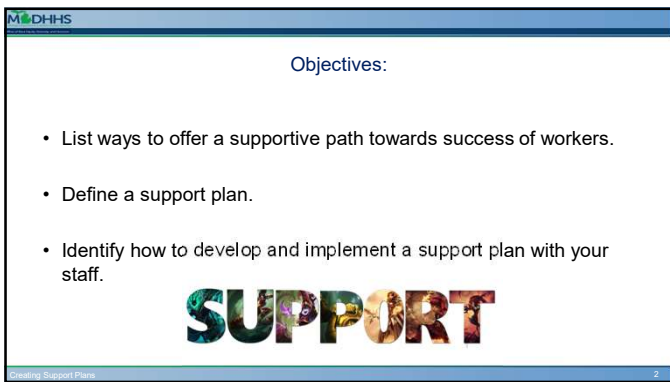
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**Support Plan**

- A support plan is a way to support your staff.
- It is something to use before a Corrective Action Plan (CAP).
- It is a roadmap to provide help with navigating their job.



Creating Support Plans 4

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**Developing Support Plans**



- Start with a focus on what they are doing well.
- Find out where they feel they need to improve.
- Come up with some solutions that work for them and the organization.
- Regularly review the plan during supervisions.

Creating Support Plans 5

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**What can I do to help this person accomplish or achieve what they are supposed to do?**



Creating Support Plans 6

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M<sub>0</sub>DHHS



- Assess staff skills and abilities.
- Assess staff fitness for the job.
- Provide feedback.
- Watch for changes in behaviors.

Creating Support Plans 7

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M<sub>0</sub>DHHS

### 5 Whys Technique for Solving Problems

You were asked to watch the video from Mind Tools about using the 5 Why's to solve problems.

- What was your reaction to this video? 
- Do you feel this technique could be useful at times?

# Why?

Creating Support Plans 8

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M<sub>0</sub>DHHS

### What would you do?

"A newer specialist on my team was just not getting it. She really was struggling with how to manage her caseload and she only had 10 cases."

"A specialist on my team was normally a high performer, but I noticed that her reports were coming in late, and the quality of her work was slipping."

"I had a specialist who was difficult. She had a personality issue with the team. She was a dictator. She did not have a performance problem, but we had a personality issue."

Creating Support Plans 9

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Performance issues:

- Strength based approach: Build on strengths to get to areas for improvement.
- Honesty is important.
- Sit down and have the hard conversation.
- Ask them how they think they can improve.
- Respond; don't react.



Creating Support Plans 10

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Creating Support Plans 11

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Mentoring through Modeling Parallel Steps:  
Creating Performance Improvement




*A Leader is one who knows the way, goes the way, and shows the way.*

Creating Support Plans 12

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**Whiteboard Activity**

- If you are able, you can open up the whiteboard at the link:  
[https://miro.com/app/board/o9J\\_kjGk1s/](https://miro.com/app/board/o9J_kjGk1s/)
- If not, you may type your examples in the chat box.
- Please type an example of one of the competencies that we covered in the topic of Creating Support Plans.
- For example, I might type under Assessment that I could complete an STS tool with my staff.

Creating Support Plans 13

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13

**References**

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- [Supervising Child Protective Services Caseworkers](#) Marsha K. Salus 2004 U.S. Department of Health and Human Services, Administration for Children and Families, Administration on Children, Youth and Families, Children's Bureau, Office on Child Abuse and Neglect

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14

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- [Learning and Living Leadership a Toolkit](#), National Child Welfare Workforce Institute | © September 2013 | A Service of the Children's Bureau
- [Supervisor Guide Book: A Comprehensive Guide to Getting Started As a Supervisor in Child Welfare](#): Created by the MCWPPD for the Bureau of Milwaukee Child Welfare 2008
- [Living and Learning Leadership: A Tool Kit](#); National Child Welfare Workforce Institute | © September 2013 | [www.ncwwi.org](http://www.ncwwi.org) A Service of the Children's Bureau

Creating Support Plans 15

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15