

# Essential Supervisory Skills for Human Service Professionals: A Toolbox for Managers

Co-sponsored by UConn SSW and NASW/CT

## Earn a Post Master's Certificate in Advanced Supervision

This 40-hour certificate program will focus on the essential skills that human services supervisors need to transition to more complex supervisory and management roles, advance in their careers and thrive in any work environment.

The program's main objective is to enhance participants' supervisory, managerial and administrative skills. The content is designed for current supervisors with three months to three years of experience with a master's degree in social work or related field. Some participants will be social work clinicians taking on new supervisory and administrative responsibilities and some will be professionals working in other facets of human services, in public and private settings.

Participants will be offered strategies, approaches and resources that will address the challenges faced by professionals in today's nonprofit and government sectors. We will use a seminar approach that will encourage active participation. The instructor will draw on current journal articles and professional literature and will emphasize information that participants may apply immediately to their work.

In addition to analyzing and discussing case studies, each participant will explore a management/supervisory issue of interest and present findings to the group.



### Supervision and the Supervisory Relationship

- Ways to motivate new and veteran staff members
- The art of delegating
- Establishing your cultural competency
- Giving and getting feedback
- Legal and ethical issues
- Strategies for handling difficult situations with employees

### Planning and Administration

- Strategic thinking in every day practice
- Establishing goals and priorities that will guide your work
- Understanding fiscal issues in a human service environment
- Managing your time and energy effectively
- Applying collaborative models
- Working effectively with teams

### Challenges for Supervisors/Managers

- Leading and managing in times of crisis
- Communicating with various audiences
- Work/life balance
- Managing your career and professional development

***Participants can elect to earn 40 CECs.***

### DATES AND TIMES:

Fridays: 9:00 am- 3:30 pm  
Saturday: 9:00 am - 12:00 pm

### 2016

February 26, March 11 & 12,  
April 1, 2, 8, 29 & 30, May 6

### Make-up Dates, if necessary:

May 13 & May 14

### Fees:

\$825 - UConn SSW Alumni  
& NASW Members  
\$875 - All Others

### INSTRUCTOR:

**Rosanne Druckman, MSW**, is an experienced consultant, trainer, nonprofit board member and executive director. She has supervised, coached and mentored professionals and volunteers in diverse settings. Ms. Druckman served as the Executive Director of Hartford Consortium for Higher Education, an alliance of area colleges and universities. As a vice president at United Way of Central and Northeastern Connecticut, she led a department responsible for planning, allocations and government relations. As principal of Rosanne Druckman Consulting, she provides consulting services in areas related to strategic planning, training and other organizational issues.

**Application Criteria** - Participants must hold a master's degree in social work or a related discipline and have 3 months to 3 years of supervision experience. Space is Limited.

For more information and to access the application form, visit our website: [sww.uconn.edu](http://sww.uconn.edu) > **Programs** > **STEP Professional Development**.