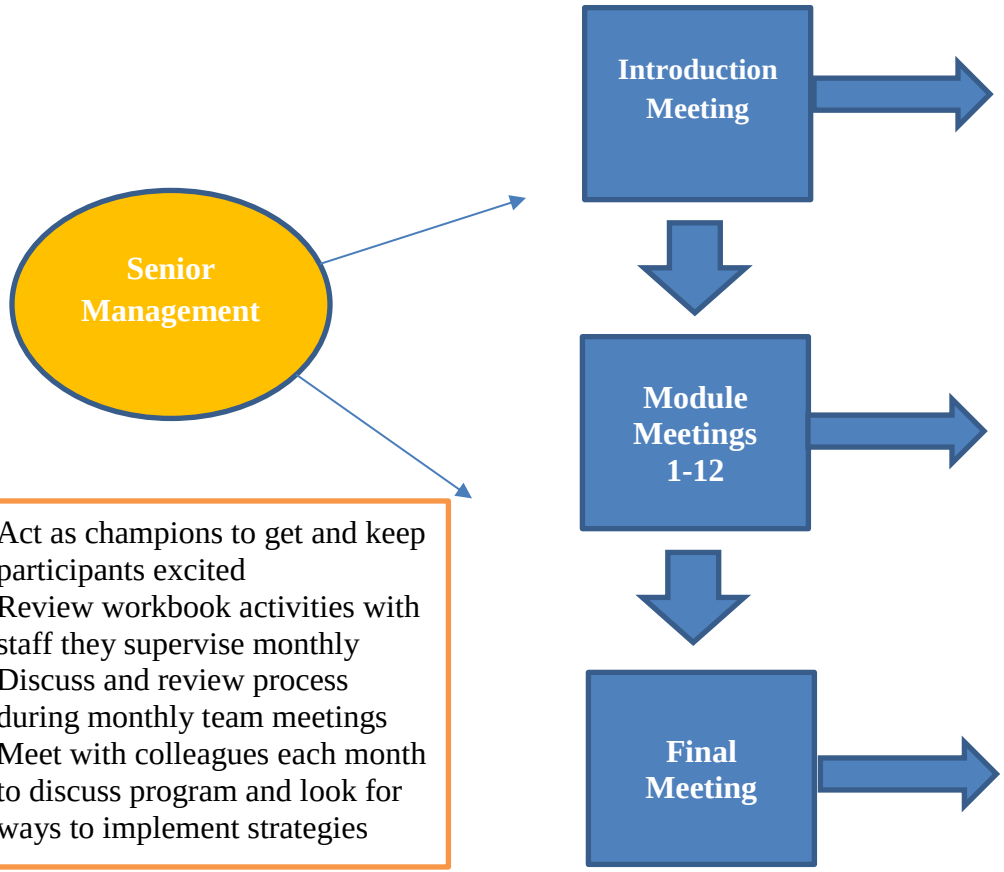
How the Highly Effective Human Services Manager Process Works



- Describes the process
- Outlines expectations for participants
- Give out book and workbooks
- Inform participants of when Module 1 meeting will be and what chapter needs to be read before the meeting
- Anyone in a management position is an ideal participant (supervisor, manager, director, etc.) or someone that is a lead worker

- Based on select chapters of the book
- Will involve active discussion and group activities
- Participants complete workbook activities
- Will also involve participants learning from one another, building relationships, and implementing new skills

- Participants discuss achievements throughout the process
- Participants engage in an action planning process to determine the next steps (i.e. areas to focus on)

- Act as champions to get and keep participants excited
- Review workbook activities with staff they supervise monthly
- Discuss and review process during monthly team meetings
- Meet with colleagues each month to discuss program and look for ways to implement strategies

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