



## Highly Effective Human Service Professionals Program Module Descriptions

### **Kickoff Meeting**

Initial meeting to review the components of the program and outline expectations for participants. Participants are encouraged to discuss their challenges as many of the program benefits will help address them.

### **1. A Positive Approach**

Having a positive approach forms the foundation of exceptional client care and superior professional performance. It is critical for human service professionals to be continuously self-aware of their approach, with client and colleagues, and ensure they are presenting in a manner that encourages creative solutions. This module will review the many ways that professionals can consistently present in a positive and optimistic manner.

### **2. Exceptional Client Care**

Exceptional client care is comprised of many factors (i.e. demonstrating interest, active listening, etc.). One's comfort level with conflict will have an effect on client care as well. This module will challenge participants to evaluate their approach with clients and consider opportunities for improvement.

### **3. Being Organized and Proactive**

Many managers identify the need for human service professionals to have strong organizational skills. This can be attributed to the many tasks that need to be completed. This module will review key practices to remain organized as well as how one takes initiative and works with urgency to complete tasks.

### **4. Superior Communication Through High Standards**

Your ability to effectively communicate will significantly contribute to your credibility as a professional. Strong communication skills will also help you engage and advocate for clients. This module will place emphasis on what high standards are and how they effect your written, verbal, and nonverbal communication.

### **5. Extraordinary Professionalism**

A professional approach enables human service professionals to earn a high degree of credibility and enhances their reputation. Self-reflection contributes to professional behavior, in that it helps to hold one accountable to continuously perform at a high level. The module activities will challenge participants to expand their professional behavior through self-reflection.



## **6. Cultural Responsiveness**

Communities are becoming more diverse each year. As such, it is critical for highly effective human service professionals to be knowledgeable about a wide variety of cultures. Culture also affects client behavior and can be a critical factor that contributes to their success. This module will also encourage participants to be resource experts to support exceptional client care.

## **7. Excelling with Self-Care**

Working in the human services is considered one of the most traumatic occupations one can have. This is a contributing factor behind employee turnover. Highly effective human service professionals consistently connect with the initial feelings that brought them into the field and use this as motivation to continually help others. Additionally, consistently prioritizing your self-care contributes to your stress levels remaining manageable. Finally, a healthy approach will help you stand out during times of change.

## **8. Critical Thinking and a Strong Supervisor Relationship**

Challenges are always present in the human services and critical thinking forms the foundation for effective evaluation and problem-solving. Most supervisors want enhanced critical thinking from professionals. Consistently demonstrating critical thinking can help to have a close and mutually beneficial relationship with your supervisor. This module will also outline how professionals establish and maintain effective supervisor relationships.

## **9. Building and Maintaining Superior Relationships**

Having strong relationships with colleagues throughout the organization and professionals in the community are vital to meeting the needs of clients. While the importance of effective professional relationships is often acknowledged by professionals, some have the distinct ability to connect with others. This module will challenge participants to assess their professional relationships and evaluate opportunities for improvement.

## **10. Contributing to a Positive Culture**

Research has shown human service organizations with positive and engaging cultures have better client outcomes than those that do not. This underscores the critical nature of culture and how you can, through demonstrating leadership, contribute to a culture that is fun, positive, and fulfilling. This module will challenge participants on the many ways they can contribute to a positive culture within their department and organization.

## **11. Maximizing Your Professional Development**

In the fast-paced world of the human services it can be difficult to find time for professional development. However, human service professionals routinely encourage clients to grow and it is vital to lead by example. In addition to expanding one's professional development opportunities, this module will encourage participants to evaluate relevant ethical standards to support their professional credibility.



## **12. Your Action Plan**

Highly effective human service professionals continuously evaluate their performance and look for opportunities for improvement. In doing so, they are demonstrating commitment to growth and learning. This module will review the main points from the book as well as creating an individual action plan for areas to focus on going forward.

### **Notes**

- Monthly time commitment: approximately 60-75 minutes between chapter readings, monthly module meetings and weekly workbook activities.
- Can also be facilitated for staff throughout your organization.