Promoting Employee Engagement, Health & Well- Being

Manager's View on Supporting Staff

Presented by: Jennie Vickers & Anne Rowe Monaghan

Sunbeam House Services
for people with intellectual disabilities

My Name is Anne Rowe Monaghan……..

My Role

To Provide Training & Education to all staff:

➢Mental Health Awareness

➢Stress Management

➢Conflict Management

➢Managing Emotions in the Workplace

➢Leadership Training

➢Therapeutic Support

Continued…..

➢Supervision

➢Mediation & Facilitation

➢Team Building

  ➢Meetings

  ➢Activites

  ➢Days

➢EAP

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What do your Support Systems look like?

➢ Why do we need to focus on supports?

➢ What would you like to improve?

➢ What are the barriers?

➢ Who needs to be involved?

➢ How will you achieve this?

➢ When can you implement these?

➢ By Whom?

➢ Where?

My Name is Jennie Vickers…………

➢Background

➢Business Environment – 20yrs

➢SHS – 10 yrs

  ➢Frontline

  ➢CSM

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Provide Supports to:

➢ Our Team

➢ Our Clients

➢ Their Families

➢ My Colleagues

➢ My Manager

➢ Organisation

My Family & Friends ☺

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- New Directions

- HIQA

- Documentation

- Funding & Resources

- Changing Needs - Clients

Significant Challenges

➢ Provision of Services

➢ Documentation

➢ Accountability

➢ Flexibility

➢ Think outside the box

➢ Education

➢ Individual & Team Development

➢ Working Environment

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Compliance Vs Quality of Service

Getting the balance right!

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SHS supporting Our Team:

➢ Direct Mgr.

➢ HR Department

➢ ARM

➢ EAP

➢ Supervision

➢ Policies & Procedures

➢ In House Training

➢ External Training

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Communications:

➢ Personal Skills & Interpersonal Skills

➢ Management Style

➢ Leadership Style

➢ Assessments

➢ Decision making

➢ Budget

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➢ Induction

➢ Systems of Work

➢ Supervision

➢ Delegation

➢ Debriefing

➢ Recognition

➢ Rewards

Induction

- ➢ Introductions
- ➢ Layout
- ➢ Health & Safety
- ➢ Policies/Procedures
- ➢ Local systems of work
- ➢ Expectations
- ➢ Communications – Asking saves a lot of guesswork!
- ➢ Team Morale
- ➢ Availability

➢ Excel SS

➢ Synchronised Calendars

➢ Weekly/Monthly Rotas

➢ Staff Meetings

➢ Communications/Memo's

➢ CID

➢ Shared Folder

Supervision

➢ 1:1 Formal communications

➢ Active Listening

➢ Functions:

➢ Executive/Developmental/Supportive

➢ Conflict Management

➢ Strategies for underperformance

➢ Recognition

Building Trust, Openness, Honesty, Confidentiality!

Strategies

➢ID Individual strengths

➢ID Team strengths

➢SMART

➢Challenge

➢Autonomy

➢Trust

Incident/Conflict/Crisis/Accident/Personal

1:1

Group

Team

As required & as long as it takes

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- Ind. Praise & Acknowledgement "You"
- Team Praise & Acknowledgement "WE"
- Team Meetings
- Reward System
  - Team Challenges – generate fun activities
  - Team Building – time for levelling the field
  - Team Outings
- Emails/Texts/Card/Birthdays/Quotes/cost savings-additional resources.

Make a promise – stick to it

Organisational Rewards

Employees who feel supported:

➢ Are motivated

➢ Provide a quality service

➢ Support their Colleagues

➢ Low absenteeism

➢ Sense of Achievement

➢ Sense of Fun

➢ Relief staff

➢ Low turn-over

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Any Ideas!

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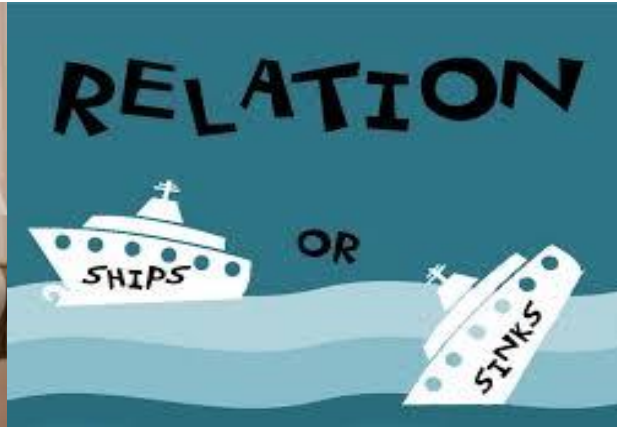
➢Awareness of self, others, org. goals

➢Developing positive attitudes/gratitude

➢Don't moan – advocate for change

➢Conflict Mgt.

➢Debrief

➢Therapy – whatever works for you

➢ADO

➢Supervision

➢Team Charter

Well Being at Home

Questions

Or

Comments

Thank YOU!