



SOS Institute Webinar

Leadership Skills and Strategies: Webinar Comments Shared by Participants

Strategies to Support the Leadership and Skills of Staff:

Leadership and Staff Development

- Give staff opportunities to lead committees, task force, projects, etc. (could be based on interest).
- Developed a process for staff to have a voice in hiring a director.
- Hold panel interviews with staff for leadership positions.
- Develop the skills, work with staff one-on-one if needed for training, and use active listening skills.
- Mentor staff to take on new tasks that develops their skill set and expands services to clients.
- Use a mentorship apprenticeship approach recognizing this is fluid in different situations, we can be both mentors and apprentices.
- Provide opportunities for professional growth - i.e. different type of legal case, doing a media appearance, presenting to another service provider/community, etc.
- Involve staff in decision making, setting goals and objectives.
- Assign staff working with particular types of clients to act as liaison with other area agencies working with the same types of clients.
- Inspire others to be creative with new approaches.
- Provide staff with updates about our work and events affecting domestic violence.
- Awareness of learning style of staff.
- Use reflective supervision.
- Use ToP facilitation methods and ToP Consensus Workshop as a way to identify shared values.

Information Sharing:

- Share information on trainings, workshops, and webinars that staff/interns/volunteers can attend.
- Send staff to conferences and ask them to share during staff meetings. (Everyone shares).
- Share board reports from managers with all staff.
- Share information on staff meetings to others that may not be able to attend.
- Regional drive where staff from local offices have access to electronic manuals, templates, etc.
- Share knowledge and promote openness to suggestions/feedback to make things better.

Strategic Meetings:

- Generation of new ideas together.
- Have a one-on-one check-in once every month for going over projects and interests.
- Hold regular office hours where people can call in.
- Hold weekly leadership meetings that contain a training component.
- Provide training during bi-weekly meetings.
- Round robin check in and training topic at our all-staff meetings.
- Structured staff meetings, trainings and retreats.
- Take directors to lunch every other month and meet over lunch.
- Start and end all meetings with something positive.
- Practice introducing the reason one person wants to ask a question or share something (“I just want someone to listen”, “I need feedback”, “I would like suggestions”, “I need to vent, etc.”).
- Use low impact debriefing.



Leadership Qualities: Chat Comments Shared by Participants

Accountable both ways	Learning environment
Appreciative inquiry	Listens to opinions /active listener
Appreciative/grateful	Mentor
Approachable	Motivator
Attitude "whatever it takes"	Non-judgmental
Believes in employees	Open communication
Brave	Open door policy
Calm approach to chaos/pressure	Open to ideas, learning, and growth
Clear guidance, instructions, expectations	Open-minded
Collaborative	Organized
Compassionate	Passionate for the work being done
Consistent	Patient
Constructive criticism/feedback	Personality is great
Dedicated	Professional
Dependable	Reflective practice
Direct	Respectful of all individuals
Empathetic	Risk taker
Empowerment support	Sees the big picture
Encouraging	Sense of humor
Encourages questions	Solution focused
Ethical	Supportive for staff/team to succeed
Fair	Team builder/player/ work
Flexible	Transparent
Hard working	Trauma-informed
Honest	Trust
Inclusive	Trustworthy
Inspiring	Visionary with follow through steps
Knowledgeable	

- ✓ Ability to see things from different perspectives.
- ✓ Can break into small portions to communicate in a clear way.
- ✓ Connects with everyone in a respectful and fair level.
- ✓ Encouraged me to try and if "failed" no shame no blame.
- ✓ Encourages and promotes potential of all employees.
- ✓ Intersectional-able to bring together different people.
- ✓ Knowledgeable/trained and willing to pass knowledge onto others.
- ✓ Looks for underlying needs.
- ✓ Planner - short term and long term strategizing.
- ✓ Provides a 'holding environment' for others to take risks.
- ✓ Success oriented: really wanted me and my unit to succeed.
- ✓ Willing to do what they ask of their staff.
- ✓ The leader is a critical thinker, creative, strategic and long term, and brings together the appropriate members to the team that builds the agency.



Successes in Leadership

Strengths and strategies helpful in management, supervision, and feedback. Shared by webinar registrants.

- Accountability with love.
- Allow space for questions and concerns both before and after providing feedback.
- Being flexible and supportive to what is going on in their lives so they can be honored as full selves.
- Being flexible, open communication, meeting staff where they are.
- Being open to difference of opinion.
- Being transparent and setting the tone of the environment as a safe space for all.
- Building genuine relationships with supervisees have helped to remove emotions from otherwise harder conversations (evaluation, etc.).
- Building on employee strengths and interests.
- Clifton strengths finder.
- Consultative management.
- Creating solid organizational tools, reference points, and training materials for advocates.
- Developing a plan for supervision together.
- Diverse sources of feedback on an ongoing basis versus once a year.
- Establishing a good rapport and trusting relationship.
- Genuine collaboration with and between group members, willingness to advocate for supervisees with executive or upper management.
- Giving and being given clear expectations, always providing follow up.
- Goal development, testing out of new skills with prompt feedback.
- Helping people come to conclusions, collaborative, not directive.
- Honest and direct feedback - no tip-toeing around an issue needing addressed.
- Mediation and conflict resolution training.
- Open and honest conversations have been helpful regardless of how awkward they are.
- Positive re-enforcement, emphasizing strengths, modeling and demonstrating a skill or task before expecting it to be implemented.
- Reflective supervision practice.
- Regular practice of asking direct reports for feedback on how they are being managed.
- Support from immediate supervisor when providing leadership to team members.
- Use the Servant Leadership Model.
- Using a grounding question to check in on before jumping into the agenda, letting the staff member set the agenda.
- Utilizing a supervision check list and post-internship evaluation on supervisory process.

