

LEADING FROM THE FRONTLINE

EMPOWERING SUPERVISORS

June 17, 2019 **Agenda**
Desmond Hotel, Albany, NY

Registration Now Available at NYALLIANCE.ORG

8:30AM Registration

9:00AM Keynote Presentation

- **John Raffaele, NADSP**

John Raffaele is the Director of Educational Services at the National Alliance for Direct Support Professionals. John is a Master Social Worker and a highly experienced professional adult educator and facilitator.

John's graduate education is from Yeshiva University in New York City and State University of New York at New Paltz, NY.



His career spans three decades and those years have been spent teaching direct support professionals and the people they support. Most of the people with whom he has worked and supported over the last 30 years are people with intellectual/developmental disabilities and at-risk youth, and people with chronic and terminal illnesses in home-care settings. Between 2001 and 2012 John worked as a Director of Training and Education for a developmental disabilities service provider in New York and gained notoriety consulting and teaching throughout the United States.

John founded his own international direct support professional consulting company in 2012 and over the last several years, in contract with the National Alliance for Direct Support Professionals and in close partnership with NADSP Executive Director Joseph Macbeth, has developed many exciting and informative training programs and helped propel the NADSP into national prominence. John became NADSP's Director of Educational Services in December of 2016. John has educated tens of thousands of people in the NADSP Code of Ethics and Competencies and most recently, our Informed Decision Making curriculum and Frontline Supervisor Train the Trainer Curriculum.

10:30-10:45AM Break

10:45-11:45AM Concurrent Sessions

SESSION 1: Essential Skills for New Leaders

- **Dr. Michael Romas, DDI**
- **Christopher Brady, DDI**

This presentation is specifically tailored to new leaders in our field who are most often drawn from the clinical and direct support professional ranks. As leaders, supervisors and managers, our leaders are called upon to demonstrate a new and often nuanced set of skills.

Every leader is different. It is essential to learn how to use one's areas of strength to improve areas of need. In addition to fostering a culture of self-worth, value and engagement, research suggests that creating a connection is vital. New leaders must be able to both guide and inspire. In fact, Gallup research finds that leaders who promote transparency, clarity and safe communication positively influence the daily working lives of their staff. This is reflected in outcome studies of recruitment and retention rates.

Influential leaders plan time to meet routinely. They get to know their team and ultimately cultivate an environment of safety, trust and open communication. This presentation recognizes the unique challenges faced by leaders in our field and offers sound strategy along with contemplative exercises and guidelines to ensure their success.

SESSION 2: The Power of the Passion Project

- **Olivia Lo, The Arc of Ulster Greene**

We all know how tough it is to supervise staff in our field right now...our staff are diverse, tired, overworked, underpaid, and increasingly hard to retain. This training will examine how to help your staff find satisfaction, growth, and fun while at work, by sculpting staff's jobs around their own aspirations, talents and interests. Empowering staff to choose their own passion projects not only advances the quality of the supports your program offers, but also serves to inspire and energize your staff and unify your teams. You will leave this training with a plan on how to identify passion projects for all your team members...including yourself!

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SESSION 3: Shifting Your Perspective

- *Monica Robinson, New Horizons Resources*

Many outstanding direct support professionals are promoted into leadership positions without the proper training or understanding of the shift in their role from direct support to frontline supervisor. A lot of times frontline supervisors continue doing the work of a direct support professional plus take on added responsibilities that come with the promotion. Their heart stays connect to the role of a DSP and struggles to find a balance between managerial work and direct support. Becoming an effective frontline supervisor is not about finding balance between roles, it's about shifting your perspective. As a direct support professional your role is to support the people receiving services. As a frontline supervisor it has to shift to supporting the direct support professional. Learn how a shift in your perspective can help you become a more effective leader.

11:45AM-12:45PM Lunch

12:45-1:45PM Concurrent Sessions

SESSION 1: Innovative Leadership Through Emotional Intelligence

- *Pattiann LaVeglia, Greystone Programs, Inc.*

This workshop allows participants to explore their emotional intelligence. I will incorporate the Bonner profile for primary work styles, as a tool for self-reflection and leadership growth. It encourages participants to delve more deeply into their strengths and weaknesses in all four styles, in the context of leadership and a working team. The purpose of this exploration is to enable participants to articulate at a higher level why they work the way they do, as well as identify skills and strengths they would like to enhance. It also is a tool for bolstering team accountability, by pushing people to consider the way in which their style(s) plays out on a team and how each person might become better at changing work styles to balance a team or fit a given work situation.

SESSION 2: Meaningful engagement / Organizational Participation through DSP Advocacy

- *Dylan Brown, Arc Herkimer*

We will determine what Meaningful Engagement looks like and how Arc Herkimer supports Organizational Participation with their DSP Advocacy Group. Will talk about what we have accomplished, why it matters and empowers the DSPs you support. 1:1

SESSION 3: Capital Region RCWT Team

- *Jennifer Parsons Luxner, RCWT Region 3N Co-Lead & Region 2S Lead*
- *Rachel Jacob, RCWT Region 3MH Co-Lead*

Session information coming soon!

1:45-2:00PM Break

2:00-3:30PM Closing Presentation

A Sense of Style Matters: Tailor Your Supervision

- *Jeisson Cardona, ADAPT Community Network*
- *Kathleen Contreras, ADAPT Community Network*

During the discussion we will look at the different styles of leadership and help emerging leaders understand they can lead from any position within the organization. We will use the later half of the presentation to facilitate an authentic conversation on current struggles emerging leaders are facing, and how we can utilize the leadership styles to work through some of the challenges.

The conference is presented by



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