

# HOPE-Informed Supervision and Leadership

This handout will walk you through assessing how HOPE-Informed your supervision and leadership style currently is. You might also consider pairing this document with the [HOPE-Informed Checklist for Decision-Making](#) to ensure that policies and decisions that you create as an organizational leader are HOPE-informed. If you haven't done so already, consider signing up for a HOPE 101 training or completing the [online modules](#) to ground yourself in the HOPE framework that your team is using with families.



As you work towards incorporating the HOPE framework into your supervision and leadership style, ask yourself in what ways your supervision and leadership style does the following:

## HOPE-informed component

## Examples

Explicitly highlights or seeks staff strengths

- Begin supervision sessions by noting or asking about something the staffer has done well or is proud of since the last time you spoke
- Create a bulletin board with staff photos and personal strengths or skills
- Give “shout outs” during staff meetings where people can publicly thank or celebrate their co-workers for support or success

Encourages staff to acknowledge child and family strengths, even in the face of challenges

- Incorporate “what is going well” into every case conference
- Encourage staff to document protective factors or strengths with each client contact

Creates formalized feedback loops with the community that staff are serving

- Create satisfaction surveys for families to complete
- Update your website to include a “feedback box” section
- Host community forums to learn about local needs, trends, and receive feedback regarding your services

Takes time in team meetings to talk with staff about how services and programs are going

- Include time during each staff meeting to discuss how services support one or more of the Four Building Blocks of HOPE
- Make access to the Four Building Blocks a priority when planning or updating any program or service

Seeks out existing (or of new) strengths-based assessment tools, intake forms, and screeners

- Evaluate current forms to determine if they include for strengths and have strengths-based language
- Create a committee to update forms to reflect HOPE-informed values

## HOPE-Informed Component

## Examples

Publicly celebrates staff and program success in promoting access to Building Blocks	<ul style="list-style-type: none"><li>• Ask during supervision sessions how intervention is increasing access to one or more of the Four Building Blocks of HOPE</li><li>• Create a visual somewhere in the office with actual Building Blocks where staff can add a block when families have made new connections to resources</li></ul>
Makes family voice a priority when developing treatment plans and next steps, instead of being staff-driven	<ul style="list-style-type: none"><li>• Supervision allows for staff to think about how their treatment planning honors the family's experience, preferences, and priorities</li></ul>
Facilitates the Four Building Blocks of HOPE within your team and name some specific examples of how you promote each Building Block	<ul style="list-style-type: none"><li>• Create a peer mentoring program at your office for staff</li><li>• Promote volunteer opportunities that your team can do together</li><li>• Prioritize staff development around self-care and emotion regulation</li></ul>

## Equally as important, you will want to reduce the amount of time you:

- ➔ Focus only on challenges and problems during one-on-one supervision time and staff meetings
- ➔ Create an “us versus them” mentality when talking about families served
- ➔ Prevent staff and the community from providing feedback on organizational leadership

As you work through this checklist, be gentle with yourself. Most of us do some of the things on both lists some of the time. The overall goal is to increase the depth and frequency of the HOPE-informed practices and reduce the frequency of the non-HOPE-informed practices. This is a marathon, not a sprint. Real culture shift takes time and focus. If you're stuck, we are here to help! Reach out to the HOPE National Resource Center team at [HOPE@tuftsmedicalcenter.org](mailto:HOPE@tuftsmedicalcenter.org).

To learn more about HOPE and for more resources, visit [positiveexperience.org](http://positiveexperience.org) or email [HOPE@tuftsmedicalcenter.org](mailto:HOPE@tuftsmedicalcenter.org).

