



Staff Retention in Child & Family Services

The Staff Retention in Child and Family Services curriculum has been designed as a series of workbooks. Following are descriptions and tables of contents for each.

Workbook 1 – The Role of Leaders in Staff Retention: provides information, tools and methods for leaders to use to support supervisors in creating and sustaining a positive culture for staff retention. Learning objectives:

- Understanding the role and assess the competencies of leaders in staff retention
- Applying retention principles in
 - Developing credibility and effective working relationships
 - Setting vision and direction of the agency
 - Creating resources and support for the work of the agency
 - Developing effective retention policies and processes
 - Creating a culture where people love to work
- Understanding and optimizing the use of the MSU staff retention workbook series and training curriculum

Workbook 2 – The Practice of Retention-Focused Supervision: provides research information and supervisory competencies for retaining effective staff, including self-assessment and planning tools. It includes methods and tools for setting objectives, structuring the supervisory process and managing stress in the workplace. Learning Objectives:

- Understand and apply the principles of motivation to child and family services
- Understand and assess supervisory competencies in the five functions of retention focused supervision
- Increase intentional use of the supervisory relationship to meet individual and organizational goals
- Consider the impact of stress on staff retention in child and family service

Workbook 3 – Working with Differences: provides understanding, methods and tools for tailoring supervision to the diverse characteristics, learning styles and professional development needs of staff. Learning Objectives:

- Understand the need to work with diversity to be an effective supervisor
- Increase skill in working with staff diversity in race, culture and ethnicity
- Learn techniques to challenge assumptions and stereotypes
- Increase the ability to work effectively with staff who have a variety of learning, behavioral and emotional styles
- Understand the impact of diversity on the supervisory relationship

Workbook 4 – Communications Skills: provides specific information, tools and activities to adapt communication skills to the supervisory relationship. Learning Objectives:

- Understand how thoughts, feelings and assumptions impact behavior
- Learn to encourage staff to communicate what they are thinking, feeling and doing through the use of effective listening and open questions
- Increase the ability to assist staff in making positive changes through the use of constructive feedback and empathy
- Apply communication skills when confronting staff
- Understand the role that recognizing staff accomplishments and giving encouragement play in retaining staff

Workbook 5 – The First Six Months: provides a structure, methods and tools for orienting, supporting and training new staff during their first six months on the job, with particular attention to helping staff cope with and manage the stressors of the job. Learning Objectives:

- Understand the distinct phases a child welfare staff typically goes through during the first six months on the job
- Increase awareness of the emotions and changing levels of confidence associated with each of these phases
- Develop and practice supervisory competencies and tools to aid in retaining and developing staff through each phase from the initial interview to completion of their first six months on the job

Workbook 6 – Recruiting and Selecting the Right Staff in Child and Family Service: provides information on promising practices and tools for recruiting and selecting of front line staff; includes profiles of desirable qualities needed in front-line supervisors and staff and methods for developing effective collaborations with universities. Learning Objectives:

- Establish a framework for an agency's staff recruitment program
- Learn a six step process for recruiting and selecting the right people for jobs within the child welfare agency
- Practice with tools and resources to assist in the recruitment and selection process

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