

Executive Summary

Managing Staff Challenges and Performance Issues

This course provides APS Supervisors with the foundational knowledge to effectively address staff challenges and performance issues from a trauma-informed, strengths-based perspective, using skilled communication techniques. This course provides information about what types of staff challenges and performance issues are commonly encountered in APS, and teaches specific step-by-step strategies for managing those issues. Participants have the opportunity to practice addressing performance issues using constructive and supportive strategies in small groups.