Executive Summary

Adult Protective Services (APS) Supervisors face numerous challenges in managing various roles and responsibilities, as well as making complex decisions. Critical analysis provides a framework to support complex decision-making in APS cases, thereby enhancing the professional development and supervision of staff. Critical analysis, also referred to as critical thinking, allows both staff and supervisors to develop a systematic process to guide decision-making.

This training introduces practical tools and processes that strengthen critical analysis skills. Supervisors will learn how to apply these skills during case review, staff coaching, and stakeholder collaboration. By the end of the course, participants will be able to use a framework to support clear decision-making, guide staff, and improve overall service delivery.

Instructor Led Virtual Training

- The following virtual instructional strategies are used throughout the course: a poll, lectures, large group discussions, and breakout groups. PowerPoint slides are used to help participants better define and retain the information provided.
- Participants will need access to a computer with video conferencing capability and be able to connect to the virtual platform being used to deliver this training. A headset or earbuds with microphone and a video camera are highly needed. Participant Manual is a fillable Word document. Participants are encouraged to either print a hard copy or ensure access to Microsoft Word to allow for highlighting and note taking.

Course Requirements:

Attendees should understand the principles of supervision and leading staff. They should also have knowledge and understanding of concepts in Social Work and Adult Protective Services (APS). Throughout the course, attendees will be asked to practice self-reflection and apply concepts to themselves. It is important for attendees to take an active approach to the learning opportunities. Attendees are expected to participate by contributing to discussions and activities and engage in respectful partnership with other attendees and the trainers. Attendees will be asked to apply the concepts to themselves and share their insights. They will not be required to disclose personal reflections or insights to the group.

Intended Audience

This training is intended for new and experienced Supervisors who lead APS professionals.

Learning Objectives:

At the end of this course, participants will be able to:

- Define critical analysis and why it is important in supervision

- Summarize the five elements of critical analysis
- Examine emotional intelligence skills and how they support supervisory effectiveness through self-awareness, self-regulation, and interpersonal relationships
- Apply the elements of critical analysis to supervisory practices involving staff and stakeholder engagement