

Probation Training Professionalism and Tact The Secret to Staff Motivation!



PARTICIPANT GUIDE

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Some webinar hints

Write Down any questions you may have here...



Follow along in
your guides
Be Prepared
Be Positive
Be attentive
Answer Poll
Questions

PWBAT:

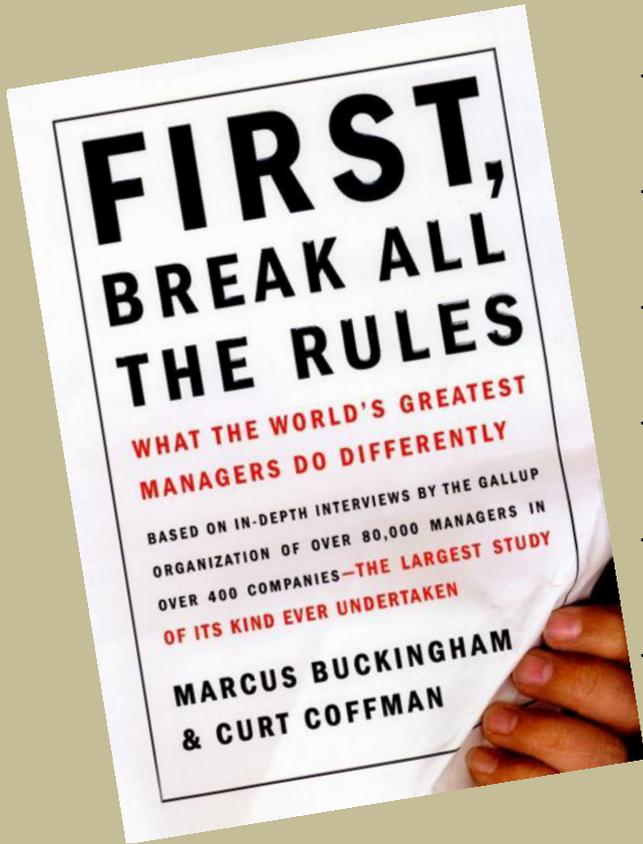
Define the terms
Professionalism and Tact

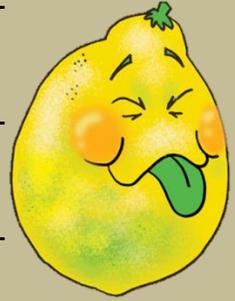
Understand the skills needed
to convey Tact and
Professionalism

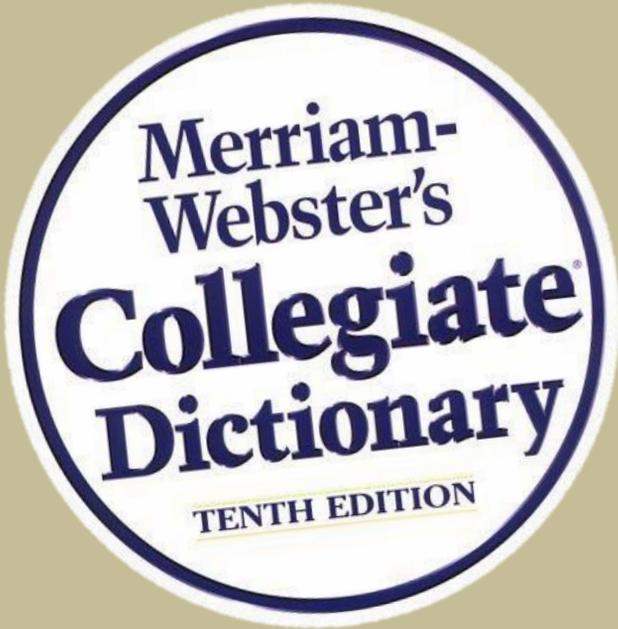
Understand the skills needed
to effectively give and receive
criticism.

Create an action plan detailing
how the participant will use two
skills learned when interacting
with their staff

What might sour your Relationship?







Professionalism

Tact



Body:

Mind:

How would you like to be treated?



What do you need in your toolbox?



A large white rectangular area with a blue border, containing seven horizontal lines for writing.



What is your _____
of View?

Listening



Active listening requires _____ and patience.

Asking questions in a tactful and _____ manner can help to sustain and support the trust you have been working on with the staff you supervise.



Examples from Discussion:



Criticism is a great performance improvement tool if done properly. Even your best staff will need to receive criticism from time to time.

Do not fall into the trap of only looking at those staff that have the most concerns.

Tips for Providing Motivation

1. Check your motive.
2. Make sure the issue is worthy of criticism.
3. Be specific.
4. Don't undermine the person's self-confidence.
5. Don't compare one person with another.
6. Be creative or don't confront.
7. Attack the problem not the person.
8. Confront when the time is right.
9. Look at yourself before looking at others.
10. End confrontation with encouragement.



- **Understanding the individual**

Really seeking to understand another person is probably one of the most important deposits you can make, and it is the key to every other deposit. Our tendency is to project what we think other people want or need.

- **Attending to the little things**

The little kindness and courtesies are so important. Small discourtesies, little forms of being unkind, small acts of being disrespectful make large withdrawals. In relationships, the little things are the big things.

- **Keeping commitments**

Keeping commitments or a promise is a major deposit, breaking one is a major withdrawal. In fact, there's probably not a more massive withdrawal than to make a promise that's important to someone and then not come through.

- **Clarifying expectations**

The cause of almost all relationship difficulties is rooted in conflicting or ambiguous expectations around roles and goals. Unclear expectations will lead to misunderstanding, disappointment, and withdrawals of trust. Clarifying expectations sometimes takes a great deal of courage. It seems easier to act as though differences don't exist and hope that things will work out than it is to face the differences and work together to arrive at a mutually agreeable set of expectations.

Showing personal integrity

Personal integrity generates trust and is the basis of many different kinds of deposits. Lack of integrity can undermine almost any effort to create high trust accounts. People can seek to understand, remember the little things, keep their promises, clarify and fulfill expectations, and still fail to build reserves of trust if they are inwardly duplicitous.

- **Apologizing sincerely**

When we make withdrawals from the Emotional Bank Account, we need to apologize and we need to do it sincerely. Great deposits come in sincere words. It takes a great deal of character strength to apologize quickly out of one's heart rather than out of pity. A person must possess and have a deep sense of security in fundamental principles and values in order to genuinely apologize.

Walking a Mile in Someone Else's Shoes...



What situation were you faced with as a supervisor? _____

When you were in the role of the supervisor what did you use from what you have learned today?

What were you feeling?

What was going through your mind?

My Action Plan..

Two things I have learned during the training today:

I will use these when I get back to my workplace by:

PRIDE Card

Keep this on your person at all times.

Professionalism

Respect

Integrity

Dedication

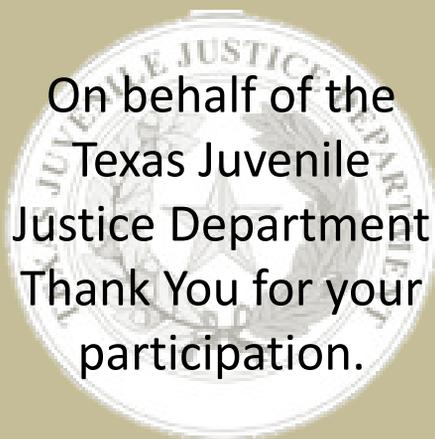
Effective Communication

Here is an easy way to remember a set of guidelines to assist you not only during interactions with your staff but really for anyone that you might consider a “customer.” Maintain your professionalism at all times by being polite and doing your job well. Dedicate yourself to doing everything you can to use the tools we learned today to effectively communicate with your staff and everyone you work with be they internal or external customers. As a supervisor you are always on stage and under the microscope. Remember to take PRIDE along with you every time you are out front with your staff. Let PRIDE guide your actions and help you conduct your self with Professionalism and Tact.

*Nobody cares how much
you know, until they
know how much you
care.*

26.

Theodore Roosevelt 1901-1909



Please help us to create more effective training opportunities by completing any evaluations.