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
Write down your impressions as you watch.

If you were the staff how would you be feeling after these episodes?
**Performance Objectives**

**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?

FIRST, BREAK ALL THE RULES
WHAT THE WORLD’S GREATEST MANAGERS DO DIFFERENTLY
BASED ON IN-DEPTH INTERVIEWS BY THE GALLUP ORGANIZATION OF OVER 30,000 MANAGERS IN OVER 400 COMPANIES—THE LARGEST STUDY OF ITS KIND EVER UNDERTAKEN

MARCUS BUCKINGHAM & CURT COFFMAN

Professionalism and Tact Participant Guide
Key Terms Defined

Professionalism

Tact
Body:

Mind:

How would you like to be treated?
What do you need in your toolbox?

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

What is your __________________ of View?

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
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_________________________________________________________________
_________________________________________________________________

Texas Juvenile Justice Department
Juvenile Justice Training Academy
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.
**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:
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.

**PRIDE Card**

Keep this on your person at all times.

- **Professionalism**
- **Respect**
- **Integrity**
- **Dedication**
- **Effective Communication**
Nobody cares how much you know, until they know how much you care.

26.

Theodore Roosevelt 1901-1909

On behalf of the Texas Juvenile Justice Department Thank You for your participation.

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