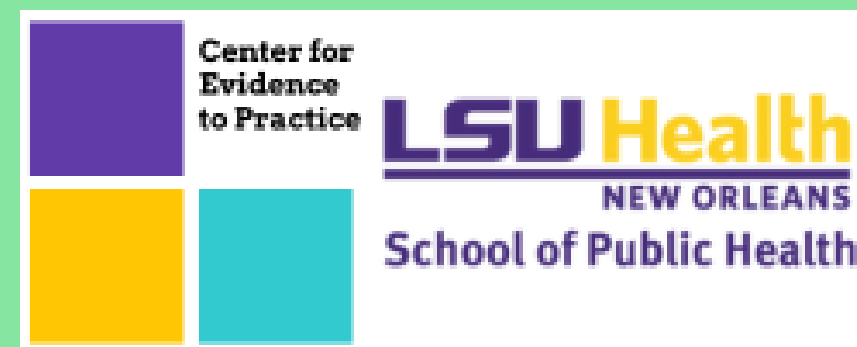


# Keeping the Staff: Retention



Presented by: Cat Poehling & Haylee Middleton

# Agenda



1 Psychological Safety

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2 Professional Development & Advancement

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3 Burnout & Community Care

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4 Recognition

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5 Supervision & Coaching

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6 Situational Leadership



**Retention goes beyond keeping staff. It's about creating an environment where employees feel valued and supported.**





# Psychological Safety

Foster an inclusive, supportive, mission-driven environment.

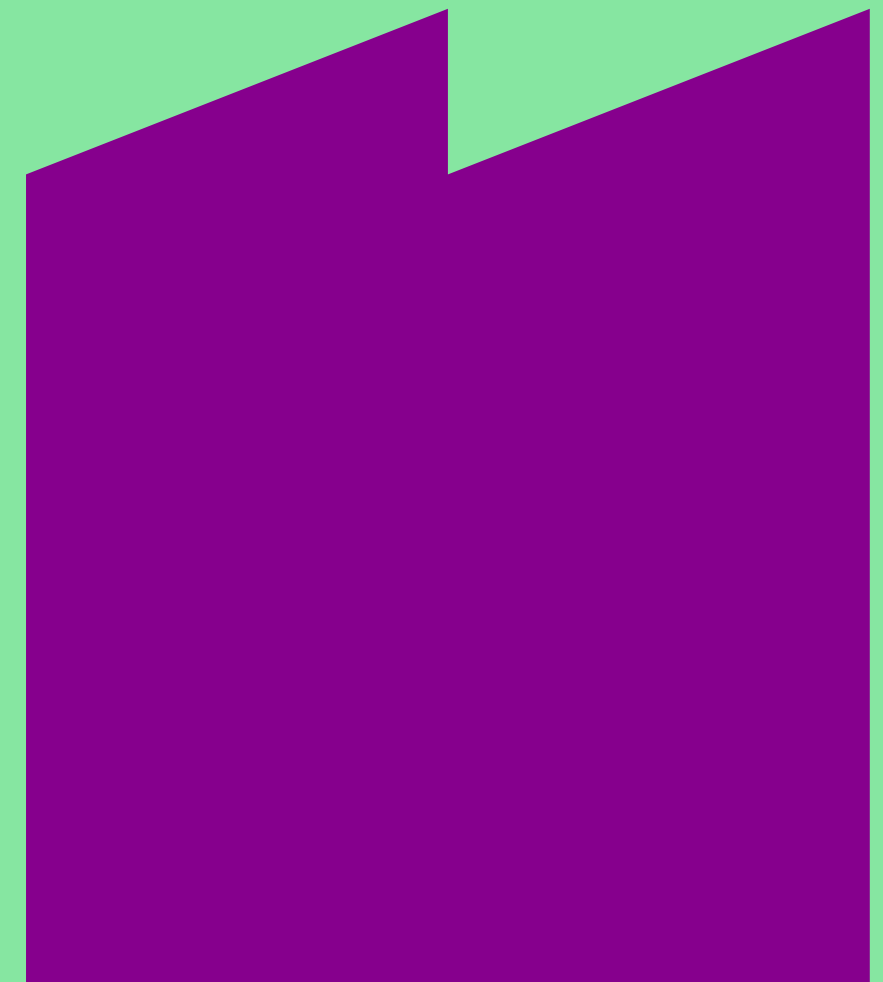
Encourage open communication and feedback.

Promote transparency and fairness in decision-making.



# Professional Development & Advancement

- Offer meaningful professional development opportunities
  - Continuing education and certification programs
  - Allow for learning job tasks with increased responsibility or clinical complexity
- Provide ladders to leadership





# Burnout & Community Care

Identify stress & burnout.

Offer supportive supervision and teamwork to support staff.



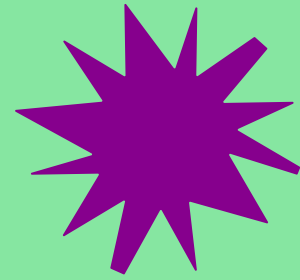
# Recognition

Include formal and informal opportunities for recognition

Celebrate milestones and achievements of staff and teams



# Supervision & Coaching



## Regular supervision sessions

Have consistent, scheduled sessions focused on administrative, educational, and supportive supervision.



## Empathetic listening & constructive feedback

Create a safe space for staff to discuss challenges, frustrations, and successes. Offer feedback that highlights strengths and areas for growth in a positive, supportive way.



## Goal setting & accountability

Collaborate with staff to set achievable goals and provide guidance on reaching them.





# Leadership Style Quiz

Before we get started, let's take a quick quiz.

[Link to quiz!](#)





# Situational Leadership

An approach that emphasizes the need to adapt one's leadership style to the situation at hand. It is based on the premise that there is no one-size-fits-all approach to leadership, and that the most effective leaders are those who are able to assess the needs of their teams and adjust their leadership style accordingly.





## 4 Situational Leadership Styles

# Directing

- Leader is very involved in the decision-making process and closely supervises their team.
- Useful in situations where team members are new to a task or project, or when they lack experience or confidence.
- Can lead to team members feeling demotivated, disengaged, or disempowered if the leader starts to micro-manage



## 4 Situational Leadership Styles



# Coaching

- Leader is focused on developing employees' skills and abilities, as well as fostering a growth mindset within the team
- Leader works closely with their team members, helping them to identify their strengths and weaknesses and providing them with opportunities for growth and development.



# Supporting

## 4 Situational Leadership Styles

- Known as the “participating” style because leaders using this approach actively involve their team members in decision-making processes.
- Focus is on building a positive relationship between the leader and team members to increase their motivation and engagement.
- Use praise and recognition to reinforce positive behaviors and encourage ownership of work





## 4 Situational Leadership Styles



# Delegating

- Trust their employees and their skills.
- Are primarily hands-off and avoid micromanaging.
- Allow their team members to rely on their judgment and make decisions.
- Give employees space to work on their projects and provide support if needed.



# Situational Leadership Styles

## Directing

- Leader is very involved in the decision-making process and closely supervises their team.
- Useful in situations where team members are new to a task or project, or when they lack experience or confidence.
- Can lead to team members feeling demotivated, disengaged, or disempowered if the leader starts to micro-manage

## Coaching

- Leader is focused on developing employees' skills and abilities, as well as fostering a growth mindset within the team
- Leader works closely with their team members, helping them to identify their strengths and weaknesses and providing them with opportunities for growth and development.
- May struggle when switching to a remote setting

## Supporting

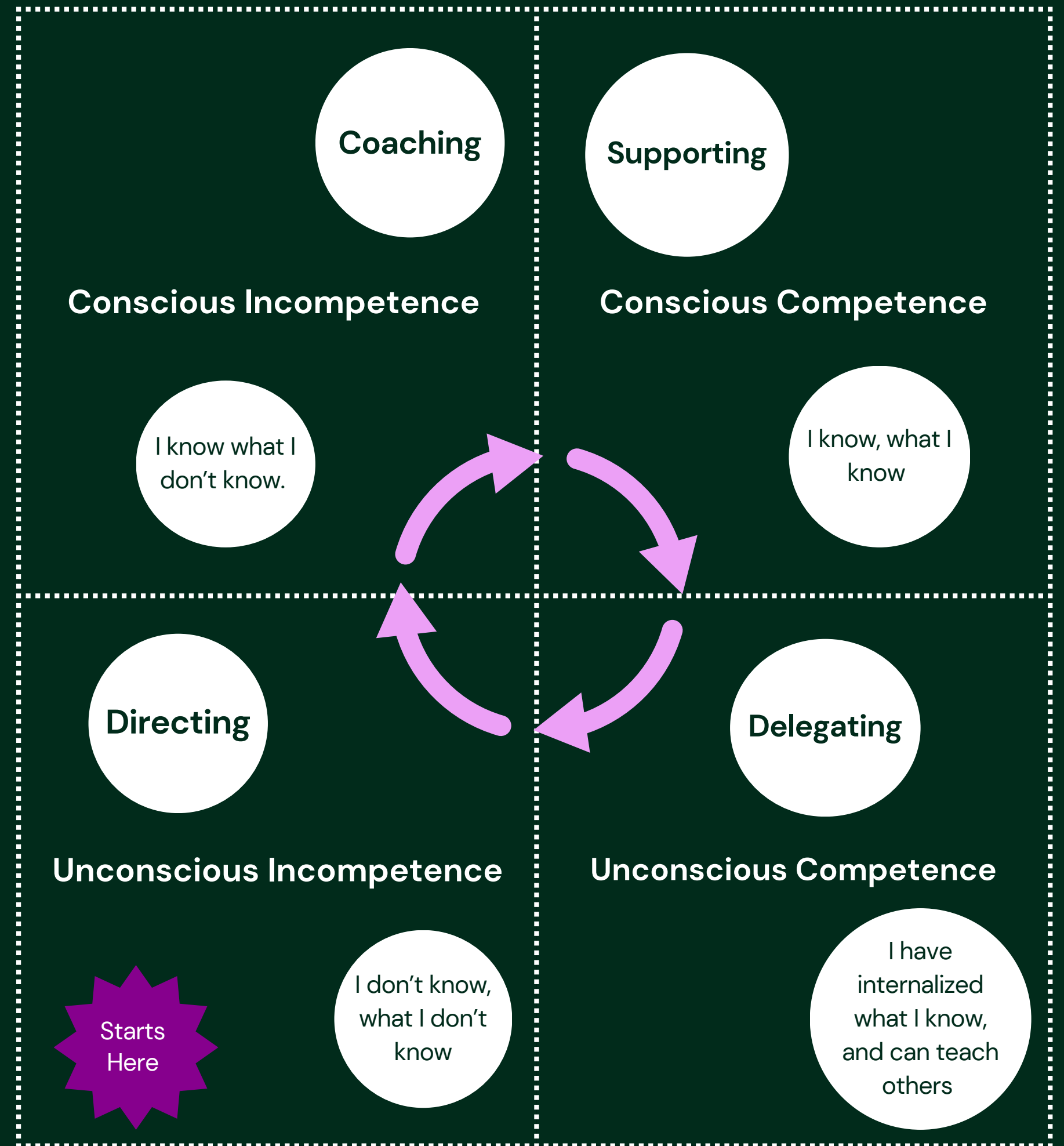
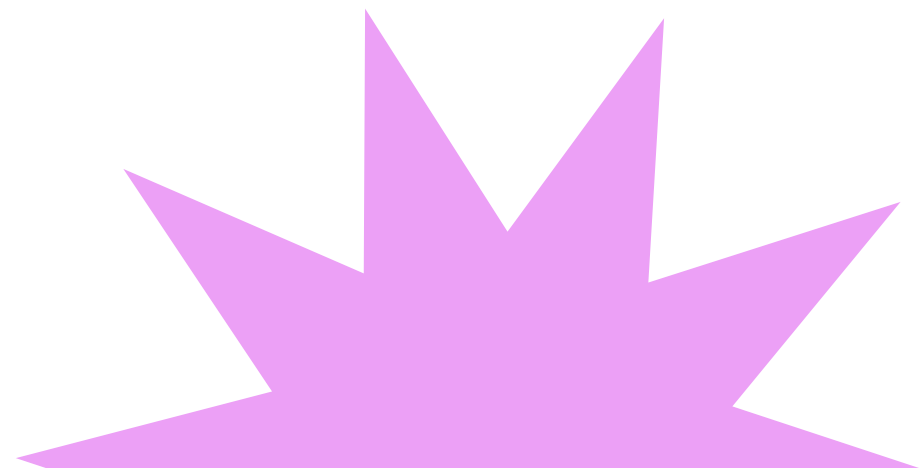
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# The Learning Process

Which leadership styles are appropriate for developing team members?





# Breakout!

In groups of 3–4, discuss your leadership style.

- What are some of your strengths?
- What are some of the areas you can grow?





# Share Your Insights!

Everyone share in the chat what are some things you plan to implement with your program and team!





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# Thank you!

