

Recovery Practices In Leading and Coaching

Developing and Sustaining a Peer Support Workforce



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Recovery Practices in Leading and Coaching *Developing and Sustaining a Peer Support Workforce*

This engaging and dynamic two-day workshop will provide you with some key knowledge, skills and tools to help you lead and coach your peer support staff as well as the other members of your team. Here are just a few of the “take-aways” you’ll get from this fun and exciting course:

- 16 amazing recovery tools to use with your staff and workforce
- A new recovery-based *Professional Development Plan* to replace the traditional performance evaluation process
- A great recovery model to use for having the performance evaluation conversations with staff, as well as the difficult ones
- A Recovery Coaching approach to enhance your effectiveness as a coach while optimizing staff performance
- Effective choices and guidelines to use with staff who are not meeting performance standards
- Clear and concrete guidance for transforming a workforce into a recovery organization
- A 293 page workbook, also serving as a handy on-the-job reference tool
- And much more.....



Please take some time to review the course contents and learning objectives on the following pages.

Introduction

Section One: Preparing Peers for the Workforce

This section explores how to prepare peers for the workforce by describing what peer support specialists contribute and how they can help sustain a recovery culture within the organization. You will examine the credentials and training as well as discuss the power of their recovery stories. You'll get answers to the questions everyone wants to know.... "What's slowing us down in bringing peer support staff into the workforce?" You'll get some great strategies to move past all the inertia.

Chapter One: Why Add Peers to the Workforce?

- Identify the positive contributions of peer support specialists
- Identify how peer support specialists can help sustain a recovery culture
- Reflect on the value of adding peer support staff to your workforce

Chapter Two: What Peer Support Staff Know.

- Examine the credentials of peer support specialists
- Review the key components of a competency based peer employment training program
- Determine the basic components of recovery oriented documentation

Chapter Three: What's slowing us down?

- Uncover the legend about why some professional staff are disinclined to add peer staff to the workforce
- Explore ways disinclination might show up
- Discover the stigma held by behavioral health professionals and how to move past the fears

Chapter Four: The Solution

- Discover ways to move beyond the reluctance
- Identify key aspects of the coach/supervisor role
- Determine ways to prepare the workforce to join peer support staff

Section Two: Creating the Context for Peer Employment

Once you discover ways to move past the disinclination and inertia for bringing peer support specialists into the workforce, you'll want to know how to create a context for peer support staff to thrive. This section takes a detailed look at a recovery organization by first exploring all of the elements including relationships, conversation, environment, power structure, focus and practices. You'll gain an anatomical overview of how all the "body" parts of backbone, muscle, voice, and spirit fit together. Finally, you'll discover facilities and conditions designed to best support recovery programming.

Chapter Five: What are the Elements of a Recovery Organization?

- Examine the relationships and power structure in a recovery organization
- Examine the HR policies and procedures in a recovery organization
- Examine the paperwork and documentation in a recovery organization

Chapter Six: How the Elements Fit Together

- Understand how the parts of a recovery organization fit together
- Identify how the leaders are the muscle of an organization
- Explore how "spirit" brings meaning and purpose to the organization

Chapter Seven: Where does the Recovery Organization Live?

- Identify how interior and exterior aspects of a facility can promote recovery in an organization
- Understand how space and environment send a message to staff and people being served
- Identify potential makeover areas in your facility

Section Three: Guiding an Organization Toward Recovery

Once you know understand what a recovery organization looks and feels like, this section will provide you with some dynamic guidance to get there. You'll take flight with *Five Lessons of Recovery Leadership* as you develop a professional vision statement and complete your very own professional development plan. You'll also get a good grasp of your own transforming capabilities as you examine the power and potential of a middle manager.

Chapter Eight: Leadership Principles for Recovery Organizations

- Understand the five lessons of recovery leadership
- Gauge your own level of power as a middle manager
- Assess opportunities to use your own middle power for transformation

Chapter Nine: The Potential of the Mighty Middle

- Examine the power and potential of the mighty middle
- Examine how the shift of ownership is replicated
- Identify some choices for employees not meeting performance standards

Section Four: Developing the Workforce

This section will ensure you take your staff along with you. You'll get a tremendous hand in developing your entire workforce. You'll learn how to put the recovery pathways into action by using recovery coaching with your staff. You'll gain a recovery way of doing performance evaluations with your employees by guiding them through the very same process you completed in Chapter Four. You'll learn some great options for working with employees not meeting performance standards. And you'll walk away with some excellent tools to make giving feedback and having the performance evaluation conversation both easy and effective.

Chapter Ten: Recovery Coaching – *The Organization's Conversation*

- Understand the purpose and power of recovery coaching
- Identify the seven steps of recovery coaching
- Demonstrate how to use recovery coaching with your staff

Chapter Eleven: Staff-Centered Performance Development

- Examine a recovery approach to doing performance evaluations
- Determine how to incorporate self-determination into the performance evaluation process
- Identify some choices for working with employees not meeting the performance standards

Chapter Twelve: Tools for Enhancing Recovery Performances

- Demonstrate giving feedback in way that models recovery
- Examine a recovery approach to doing performance evaluations
- Examine the Recovery Coaching Wheel and demonstrate how to use it

Section Five: Taking Action

This section brings you to a big bang ending! We'll give you some great ideas to create recovery endings and growth opportunities within your team and organization. The hearts of Human Resource folks will beat a little faster when we share recovery practices that can actually reduce employee turnover and ensure consistent service quality. You'll then take all you learned from the workshop and put together an action plan for a new transformational beginning on Monday morning.

Chapter Thirteen: Ending with a Big Bang!

- Understand how employees' job endings can be an opportunity for growth and inspiration
- Examine how HR policies can support job endings that promote and respect recovery
- Develop an action plan for "Monday" morning

Summary

- Complete a self check list of concepts and skills learned
- Review other training products and services from ROC

Appendix of 16 Recovery Tools

The following appendix contains a number of recovery tools that you can reproduce and/or customize to use in your organization for developing and sustaining a recovery workforce.

1. Welcome Letter
2. Solution Planner
3. Peer support specialist Job Description
4. Recovery Coach Job Description
5. Peer Support Progress Note
6. Recovery Education Class Progress Note
7. Guidelines for Giving and Receiving Feedback
8. Recovery Coaching Grid
9. Recovery Coaching the Employee Grid
10. Recovery Coaching Wheel
11. Supervisor's Self Appraisal of Leading and Coaching Strengths

12. Employee's Appraisal of Supervisor's Leading & Coaching Strengths
13. Professional Development Plan
14. Behavioral Healthcare Magazine Articles
15. Recovery Language Structure
16. Examples of Non-Recovery Language

Note: We also provide you with an overview of the *Peer Employment Training Program* developed by Recovery Innovations. To learn more about how you can bring this training program to your organization, visit our website at www.recoveryopportunity.com