

Training for Supervisors in IDD Services and Supports

Any effective effort to retain direct support professionals must include training for front-line supervisors, managers and qualified intellectual disability professionals. Surveys show that ineffective supervision—including failure to hold employees accountable, poor communication of rules and responsibilities, and lack of appreciation—drives DSP turnover.

Supervision in human services may seem especially complicated because many of the soft skills considered most important—like kindness or person-centeredness—are difficult to measure. Good supervision is grounded in performance expectations that are clearly articulated, measurable and observable. This type of evidence-based supervision and accountability improves service quality, instills professionalism and actually enhances those immeasurable soft skills.

Relias provides training for IDD supervisors that gives them the knowledge, skills and tools they need to be leaders who help their staff excel and encourage retention. **Here are some of the curricula we offer:**



Supervisor Training Curriculum:

This three-part series is based on the American Association on Intellectual and Developmental Disabilities' Supervisor Training Curriculum. It teaches supervisors how to:

- Define, communicate and assess work expectations
- Provide constructive feedback
- Help staff improve performance
- Create a positive work environment



Supervision and the Principles of Positive Behavior Support:

This series is based on AAIDD's Positive Behavior Support Training Curriculum. It teaches supervisors how to promote work quality and enjoyment using PBS principles and practices. These courses cover:

- Analyzing data on staff performance
- Using performance modeling as a staff management tool
- Leveraging data to train staff on how to effectively implement Behavior Support Plans



NADSP-Accredited Training for Frontline Supervisors:

Relias offers more than 40 courses for front-line supervisors accredited by the National Alliance for Direct Support Professionals. This training includes the curricula mentioned above, plus leadership, management and communication fundamentals courses from Skillsoft, the leader in corporate training, and Turnkey Strategic Relations, a highly regarded firm focused on organizational and personal development.

To learn more about Relias training for supervisors and DSPs, request a demo with one of our solutions experts.

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