

UNIT MEETING PROTOCOL

Application of the SBSFA to Supervision: Unit Practice Improvement

1. Begin by assessment on several levels:
 - Review/clarify the purpose of your unit and review/identify important outcomes in clear, measurable language.
 - Identify strengths that the unit possesses that help it to work toward accomplishment of the unit purpose.
 - Assess job satisfaction (Note: some workers may be reluctant to openly express their rating. Suggest that workers assign a number to their job satisfaction, but keep that number private).
 - Assess current client service satisfaction.
 - Assess satisfaction of colleagues, i.e. inter-unit collaboration.
2. Use the scaling question to gather information about the basis for assessment responses.
3. Create a positive vision of the future, i.e. "When the unit and its members is/are performing to an optimum level, what will be different in how it/they perform, how they will feel; what clients and colleagues will notice that is different?"
4. Ask if the unit has experienced some small part of this vision already.
5. Use scaling questions to explore confidence and commitment.
6. Use the scaling question to explore options for small step improvement.
7. Develop action steps and measures.
8. Subsequent unit meetings would be used to assess positive differences based on unit staff actions, possible barriers and steps to reduce or overcome the barriers; also, priorities can be reassigned based on current realities; important to offer compliments and to reinforce commitment to the unit improvement efforts.