

Welcome to today's webinar



**VISTA Member Supervision:
Six Strategies for Success**

December 17, 2019 | 2:00-3:00 p.m. ET

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 - Dial: **877-853-5257**
 - Webinar ID: **921 186 796**

Click this icon below to open the Chat.

The webinar will begin soon. While you wait, please share in the Chat:
What creative ideas do you have for supervising VISTA members?

You will hear music until we begin.
Your microphone is muted.



You should now hear a panelist speaking. If you do not, select Audio Settings and adjust your audio connection.

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Six Strategies for Success**



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1. Click View Options.
2. Select Exit Full Screen to display the Chat on the right side of the screen.

- Use the Chat to:
- Participate in activities.
 - Share ideas with participants
 - Ask questions.

Live captioning is available. If captions do not appear here, use the link posted in the Chat.



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Welcome

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Corporation for
**NATIONAL &
COMMUNITY
SERVICE**



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VISTA Leader Alum '08-'09



Session Goals

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- By the end of the webinar, you will be able to:
- understand the roles and responsibilities of VISTA supervisors
 - describe the importance of effective VISTA member supervision
 - cite examples of ways to better supervise and support VISTA members
 - develop action steps to enhance your supervision

Today's Agenda

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- Feedback from Recent In-Service Trainings
- Roles and Responsibilities
- Six Supervision Strategies
- Supervision Scenarios
- VISTA Campus Resources
- Evaluation and Next Steps
- Q&A



Poll Question

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- How many VISTA members do you directly supervise?





Feedback from Recent IST Dial: 877-853-5257
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- VISTA In-Service Training (IST)
- 4 core sessions, 4 choice sessions
- Core Session: Navigating the VISTA Member-Supervisor Relationship
 - VISTA members identify supervision challenges and strengths
 - Discuss communication styles
 - Role play conversations and scenarios
 - Reflect on their needs and desires for supervision
 - Think of ideas to discuss with their supervisors

Common Supervisor Challenges Dial: 877-853-5257
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<ul style="list-style-type: none"> • Non-responsive or slow to respond • Too busy for the VISTA member • Poor communication/lack of contact • Being unapproachable • Not understanding what it's like to be a VISTA member • Treat VISTA like administrative assistant 	<ul style="list-style-type: none"> • Doesn't want to be the supervisor • Does not know how to supervise • VISTA member not a priority for the supervisor • Not giving VISTA meaningful or purposeful work • Did not write or understand VISTA Assignment Description • Dismiss or ignore the VAD
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Challenges Change You

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Common Supervisor Strengths

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- Effective communication
- Respect work-life balance
- Support professional development and growth
- Actively listen
- Encourage VISTA improvement
- Timely responsiveness
- Thoroughly review the VAD, its purpose, and the activities
- Know the VISTA program, requirements, and benefits well
- Get to know and understand the VISTA
- Dedicate time for the VISTA member
- Values the VISTA as a person
- Acknowledge VISTA member successes privately and publicly

Roles and Responsibilities



Roles and Responsibilities

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- Monitoring VISTA member time and attendance
- Regularly meeting with VISTA member
- Ensuring VISTA member has an up-to-date VISTA Assignment Description
- Provide On-Site Orientation and Training



Roles and Responsibilities

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- Assessing VISTA member's performance
- Overseeing member issues
- Reporting – you or someone at the project
- Understanding VISTA terms and conditions
- Other as outlined by CNCS State or Regional Office



Supervising VISTAs

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- Not employees, interns, fellowship recipients
- Follow VISTA program rules and organization rules
- Serve full-time for one full year (365 days)
- Usually full of passion; eager to get things done





Why do we need strategy? Dial: 877-853-5257
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- Gives us a foundation
- Helps in planning
- Guides us
- Aids in sustainability

Six Strategies Dial: 877-853-5257
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1. Schedule regular engaging check-ins
2. Encourage 360-degree feedback
3. Get to know your VISTA member(s)
4. Be a coach and mentor
5. Understand what it is like to be a VISTA member
6. Incorporate VISTA member's skills and interests

Strategy 1

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- Schedule regular engaging check-ins
 - Start out weekly, rarely missed
 - Consider 10-10-10 method
 - Ensure there is time for the VISTA member to share
 - Take notes; encourage VISTA member to take notes also
 - Find ways to make them engaging and meaningful



Strategy 2

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- Encourage 360-degree feedback
 - Everyone has an opportunity to evaluate everyone
 - Focused solutions and improvement (not blame)
 - Be honest about expectations, VISTA member progress, etc.

Strategy 3

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- Get to know your VISTA member(s)
 - Communicate, communicate, communicate
 - Actively listen to what your VISTA member says and asks
 - Tailor supervision to your VISTA's needs
 - Learn about why the joined VISTA



Strategy 4

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- Be a coach and mentor
 - Celebrate VISTA member successes
 - Assist VISTA member with challenges and obstacles
 - Support VISTA member through words, body language, and more
 - Provide honest feedback and suggestions
 - Emphasize teamwork (you and your VISTA=team)

Strategy 5

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- Understand what it is like to be a VISTA member
 - Attend VISTA Member Orientation webinars
 - Take VISTA Terms and Conditions course
 - Explore VISTA Member Handbook
 - Review Benefits section of VISTA Campus
 - Reflect on challenges and opportunities of relocating to new community, living on a stipend, etc.

Strategy 6

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- Incorporate VISTA member's skills and interests
 - Re-review VISTA member application
 - Learn about skills and interests in regular check-ins
 - Customize your On-Site Orientation and Training
 - Consider fun, engaging activities that include the VISTA – be sure they are no/low cost

Chat Question

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Real-Life Scenario Activity

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- In the Chat:

Type a real supervision situation you are encountering.

DO NOT use real names of people, organizations, or other identifying information (make up names if necessary).

Please respond in the Chat...

What specific solution(s) would you suggest?



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Supervision

VISTA Sponsor Handbook

Supervision ensures that every VISTA has the right conditions and requirements to perform their service, including a full understanding of the project's mission, goals, and vision, as well as a solid understanding of the community they are serving.

Each VISTA member must be assigned a supervisor who provides in person direct supervision and support on a day-to-day basis. Supervisors are advised to have weekly one-on-one check-in meetings with their VISTAs.

Project directors—who may also have the role of supervisor—orient and train other supervisors, who are then responsible for knowing and consistently applying all VISTA program rules and policies to all VISTA members. This orientation includes leave time, prohibited activities, and VAD adherence.

Core supervisor responsibilities are the following:

- Deliver CSOT
- Consistently apply VISTA policies, project policies, and site policies. Direct any questions about VISTA policies and project policies to the project director, who answers them or escalates them to the CNCS State Office if necessary
- Support the VISTA to the best of their abilities to meet their project and development goals.
- Ensure that the VISTA member is supported in adhering to the VAD, including providing relevant training and assistance in working toward goals, as well as ensuring the VISTA is not redirected to unrelated or unallowable activities.

Introduction
Letter from the Director
Overview of the VISTA Sponsor Handbook
About CNCS
Managing a VISTA Project
Preparing for New VISTA Members
Supporting and Supervising VISTA Members
Supervision
Distinctions between VISTA Members and

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What additional information do you need to succeed in supervising? Where could you find this information?

Next Steps

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- ✓ Reflect on your current supervising
 - ✓ Is it working well for you and your VISTA member(s)?
 - ✓ How could you improve?
- ✓ Tell your VISTA member who their supervisor is
- ✓ Imagine yourself in their position. What would you need and want?
- ✓ Ask your VISTA members what supervision and support they need
- ✓ Review VISTA Campus materials for supervising VISTA members
- ✓ Contact CNCS State or Regional Office with questions about rules

Webinar Evaluation

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- How can we improve this session?
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- Thank you for your feedback!



What questions do you have?

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Next Webinar

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If you have further questions or would like more information, contact VISTAtraining@cns.gov

Please join us for the next supervisor webinar:

Realities of Rural Recruitment: Remedies and Resources

Tuesday, January 28, 2020

2:00 p.m. ET

Visit the *Supervisor Webinars* page on the *VISTA Campus* for upcoming webinars and recordings of past webinars.



Thank you!


