

Ideas for Addressing Supervisory Sticking Points

- Negotiate a solid set of working agreements
- Clarify expectations from the beginning
- Address the behavior, not the person
- Give specific, timely feedback and use the 4-step DESC Feedback Process:
 - Step 1: Describe what the volunteer is doing that creates problems;
 - Step 2: Express why that behavior is a problem
 - Step 3: Specify what the supervisor wants the member to do instead (with input from the member); and
 - Step 4: Clarify the consequences for changing or failing to change the problem behavior.
- Seek to understand the situation from multiple perspectives
- Commit to working together for a Win-Win
- If an agreement is reached, re-state and clarify the 'next steps', possibly with a written agreement
- Sometimes a neutral 3rd party can be helpful, possibly contact the CNCS state office for help
- Keep good documentation