

## Supervision Certificate 4: Communication Skills\*



**Date:** October 26, 2007  
**Time:** Registration 8:30 AM • Program 9:00 AM-12:15 PM  
**Location:** Kellogg Hotel and Conference Center, 55 South Harrison Road, East Lansing, MI  
**CECHs:** 3  
**CE Faculty:** Chris Durocher, BS, MS

**Description:** The science of communication includes several elements that are present in every attempt at communication. These elements include: what is being communicated, how it is being communicated, why it is being communicated and those factors which enhance or distract from the communication. Learn how to place a high premium on helping staff communicate their needs and assumptions, as they look beyond behavior to what underlies their responses. Additionally, this workshop will teach supervisors how to utilize confrontational skills that help staff grow and develop. Each participant will go home with a workbook created specifically for this course with assessment tools, activities, and information to use alone or with their staff to begin creating a culture where staff thrive. \*This is an elective course for the Supervision in Child and Family Services Certificate.

**Objectives:** As a result of this course, participants will be prepared to:

1. Understand how thoughts, feelings, assumptions and behavior impact communication.
2. Learn to encourage staff to communicate what they are thinking, feeling and doing through the use of effective listening and observation.
3. Increase the ability to assist staff in making positive changes through the use of constructive feedback and constructive confrontation.
4. Understand the role that recognizing staff accomplishments and giving encouragement play in retaining staff.

Seminar content recommended for intermediate and advanced skill levels.

Clinical and macro practice.

**About the faculty member:** Chris Durocher, BS, MS, has almost 30 years experience working in a variety of children's services positions. Starting in 1977 with the Michigan Department of Mental Health, he worked as a group leader with adolescents in residential psychiatric facilities. He then spent almost 12 years as a first-line supervisor in the same psychiatric settings. Mr. Durocher worked as a program specialist in Foster Care Independent Living and has also worked with Supervised Independent Living and Homeless and Runaway Youth programs. He is currently a trainer and training consultant for the Michigan Department of Human Services (DHS), Office of Training and Staff Development, Child Welfare Institute—a position he has held since 1998. Mr. Durocher is also co-chair of the Training Sub-Committee for the Tribal/DHS Partnership. He has participated in a variety of public-private partnership initiatives and provided training for caregivers and youth in foster care.

**Cost:** \$80 general fee; \$60 Michigan Federation for Children and Families Full or Affiliate Member employee, MSU alumni, field instructor or field liaison for 2006-2008, and groups of five or more (per person); \$50 student. All fees include continental breakfast and materials.

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