



Empowering Behavior Change:

*Enhancing Officer Well-Being
through Effective
Communication and Goal Setting
in Probation Supervision*



What Do We Despise About Case Plans

Aside from technical problems, both in APETS and AZPROS, which are known and being addressed...

What else makes your stomach turn when you know you've got to spend the day writing a case plan (or a dozen)



What is a Supervision Alliance?



The Supervision Alliance



The Supervision Alliance

Definition:

Creating a professional connection, union, or association formed for a mutual benefit.





Quality of Relationship

Reduces defensiveness and mistrust

- Able to communicate in a non-confrontational manner
- Gains more information (better able to understand what makes them tick)

Increases treatment adherence

Increases rule compliance (violations)

- More successful than their “get tough” counterparts

Impacts outcomes (revocations and new arrests)

- More successful in assisting the transition back to local communities

Improves overall satisfaction and perceptions of fairness (both staff & JII)



Supporting Research

The Importance of Staff Practice in Delivering Effective Correctional Treatment: A Meta-Analytic Review of Core Correctional Practice

Dowden, C and D.A. Andrews; 2004

The core correctional practices focus on **characteristics** of the staff and/or the **techniques** that are used

270 Studies

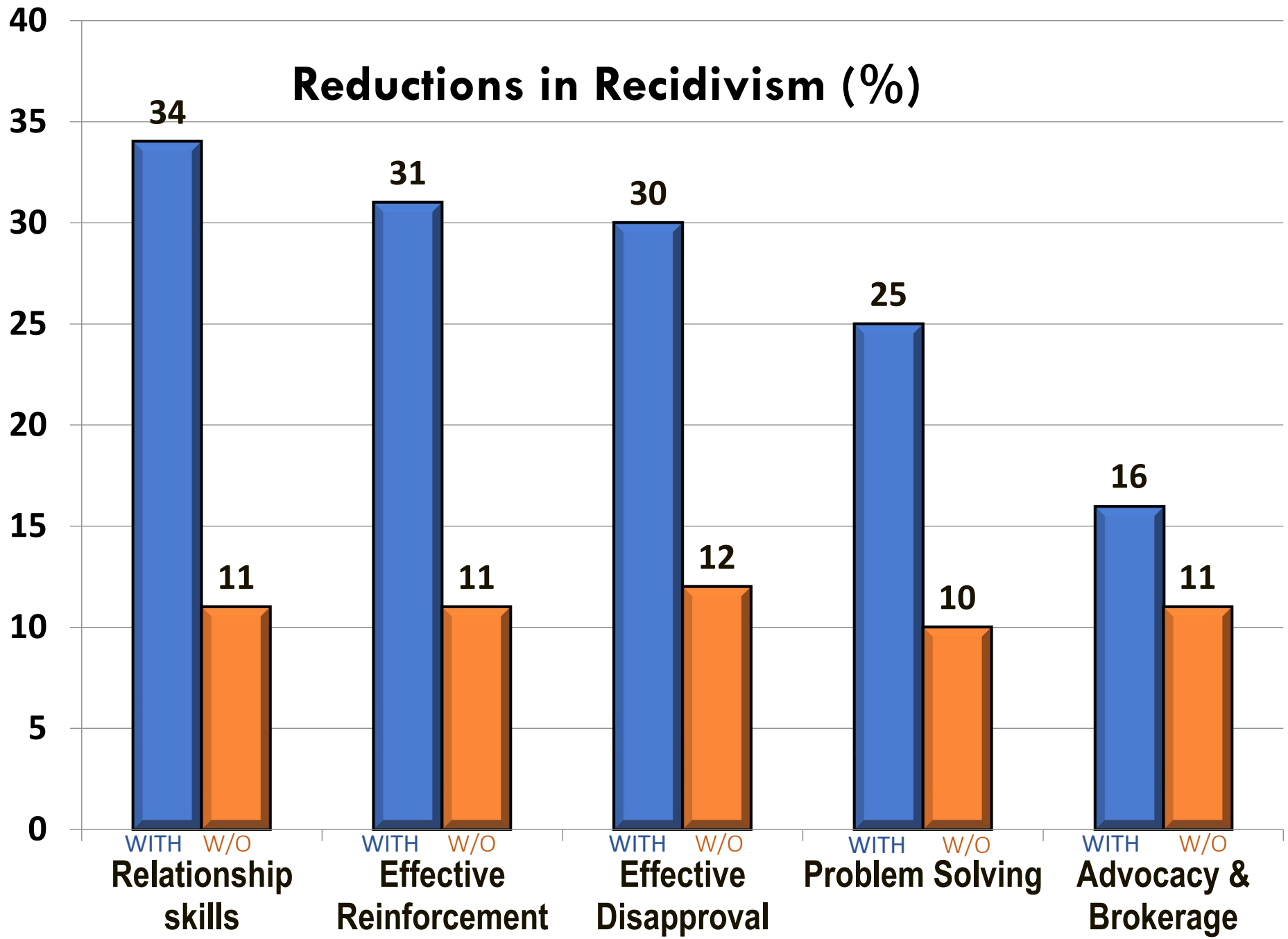
- Males
- Females
- Juveniles
- Adults
- Community based
- Institutions/Residential



Supporting Research

Compared where the following skills were present versus absent:

- Relationship Factors
- Skill Factors
- Effective Reinforcement
- Effective Disapproval
- Problem Solving
- Structured Learning
- Effective Modeling
- Effective use of Authority
- Advocacy/Brokerage



Supervision Alliance and the Case Plan

WHY IT MATTERS!

Building Trust

Effective communication and relationship skills between probation officers and probationers are crucial for establishing trust.



Trust is the foundation for open dialogue, which is necessary for identifying issues for case plans, and establishing strategies to focus on criminogenic needs.

Motivation and Support

Probation officers with strong relationship skills can better motivate individuals to change their behavior and adhere to their case plans.

Positive reinforcement, empathy, and active listening can make a significant difference in the probationer's willingness to engage in the process.

Conflict Resolution

- Relationship skills help in managing conflicts that may arise during probation. Whether it's a disagreement between the probationer and the officer or challenges in the probationer's personal life, effective relationship skills enable constructive resolution.

Focus on building skills

- For the individual on probation, developing strong relationship skills is crucial for building back a better way of life. These skills help in rebuilding relationships with family, friends, and the community, which can provide a supportive network and reduce the risk of recidivism.

Social Capital

- Strong interpersonal relationships can increase social capital, providing access to resources, opportunities, and support networks that are vital for long-term success.

Goal Setting

For the Officer

- Focus of supervision
 - Assessments, observed behavior
- Identify the driver
- Determine stage of change
- Establish buy-in

For the Individual

- Consent and solidarity
- Baby Steps
- Little Wins turn to Big Wins



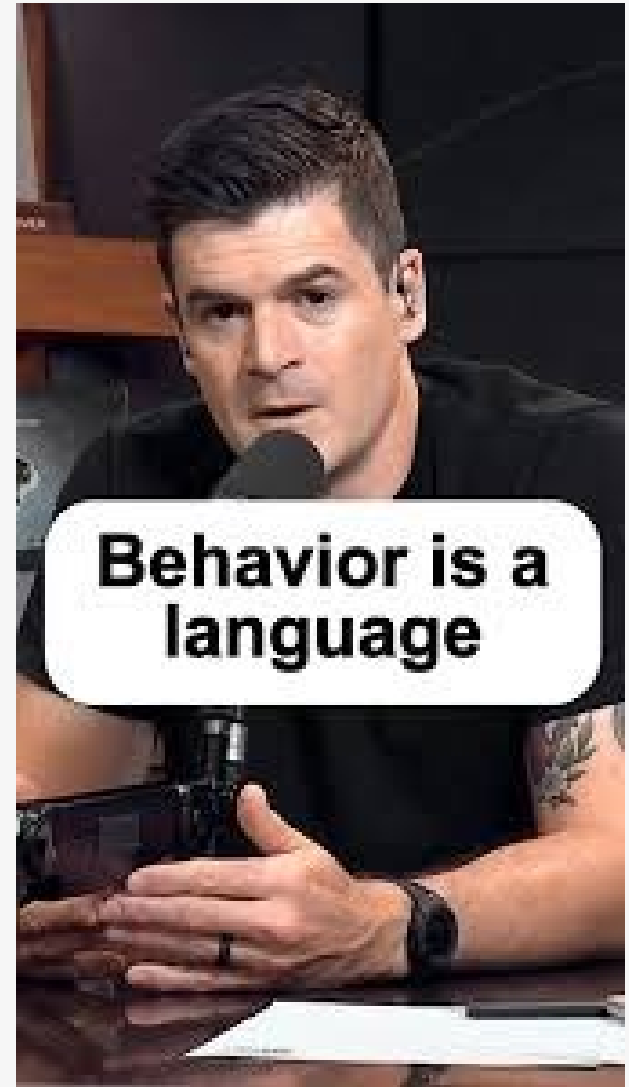
Review What Is Known

What do Risk/Need Assessments tell us

What do police reports tell us

What do our observations tell us

How do these help develop a case plan



Think Staircase
then
Think Steps



The Staircase



This is what we
climb

Plan to reach
the top in about
9 – 12 months

The Steps



WHAT NEEDS
TO HAPPEN
TO GET TO
THE TOP



KEEP IT SUPER
SIMPLE

Case Plan is the Focus of Supervision

Clear Expectations and Goals

- Is the case plan the first thing you inquire about at EVERY contact
- What part do we play in going off track and how can we change that
- What would it sound like to start contacts this way



**clear is kind.
unclear is unkind.**

How Smart Are We

Prioritization

With a structured plan, you can arrange your workload more effectively, which manages time and resources, and reduces burnout.

S **PECIFIC**
Simple, Significant, Sensible

M **EASURABLE**
Meaningful, Motivating

A **CHIEVABLE**
Attainable, Actionable

R **ELEVANT**
Reasonable, Realistic, Results-based

T **IME-BOUND**
Time-based, Time-limited

GOALS

Consistency



“Motivation gets you going, but discipline keeps you growing. That’s the Law Of Consistency. It doesn’t matter how talented you are. It doesn’t matter how many opportunities you receive. If you want to grow, consistency is the key.”

- John C. Maxwell

Officer Wellness

How does all this help
me?



Reduced Workload Stress



If You fail to plan, You plan to fail.



Having a tailored plan for each individual we supervise enables us to prioritize our interactions and focus on addressing the most important areas, specifically criminogenic needs.



Having a clear focus for each contact reduces daily stress for officers, as the "to-do list" for each interaction is already established and ready to be executed



Research shows that the probation profession excels at assessing individuals for risk, but we often fall short in effectively addressing the criminogenic needs identified during those assessments.

Enhanced Job Satisfaction

Positive Outcomes: Seeing progress and achieving the goals outlined in a case plan can lead to greater job satisfaction, as officers witness the positive impact of their work.

Sense of Accomplishment: Structured plans often result in more successful supervision outcomes, which can enhance an officer's sense of accomplishment and purpose

Professional Development

Skill Building: Developing and implementing effective case plans can enhance an officer's professional skills, such as problem-solving, communication, and time management, contributing to personal and professional growth.

Supportive Supervision: Case plans can provide a framework for better supervision and mentorship from senior officers, which can help less experienced officers feel more supported and reduce stress.

Now...What Do We Despise About Case Plans

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