

Supervisor Interventions

S.A.R.A. INTERVENTION STRATEGY

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SCAN

Identify the problem.

Field Observations

Quantitative Evaluation (recurring problem?)

Prioritize the problem (big deal/little deal)

Do you need to hit the “help” button?

Develop Broad Goals if needed

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ANALYSIS

Develop an understanding of the underlying conditions that may be causing the problems.

Specific analysis using quantitative (numbers) and qualitative (perceptions) analysis

How has the problem been addressed in the past (or has it)?

Narrow the scope of the problem as specific as possible

Identify relevant data to be collected

Develop a working hypothesis about why the problem is occurring.

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- Brainstorm for interventions that might work.
- What has worked in the past for you?
- State the objectives of the plan.
- Choose how you want to respond.
- Carry out the response.
 - Do you also need a plan in case the conversation starts to go bad (emotions, redirection, etc)
 - Recognition
 - Trunk Talk
 - Counseling
 - Training
 - Professional Assistance
 - Peer Support
 - Crisis Intervention Teams
 - Reassignment/Relief from Duty

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ASSESSMENT

- Evaluate the effectiveness of your solutions (Did it work?)
- Were your goals and objectives attained
- Do you need to identify new strategies to Augment the original plan? Does the problem need to be referred to the proper authority?
- Conduct ongoing assessment to ensure continued effectiveness.