

Effective Supervision: Goals Focused, Strengths Driven

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Who Are We?



Anyah Hoang-Ansert

Associate Vice President,
Veteran Services



Anne Vandervort

Senior Director,
Veteran Services

Management is about
persuading people to do things
they do not want to do, while
leadership is about inspiring
people to do things they never
thought they could

STEVE JOBS

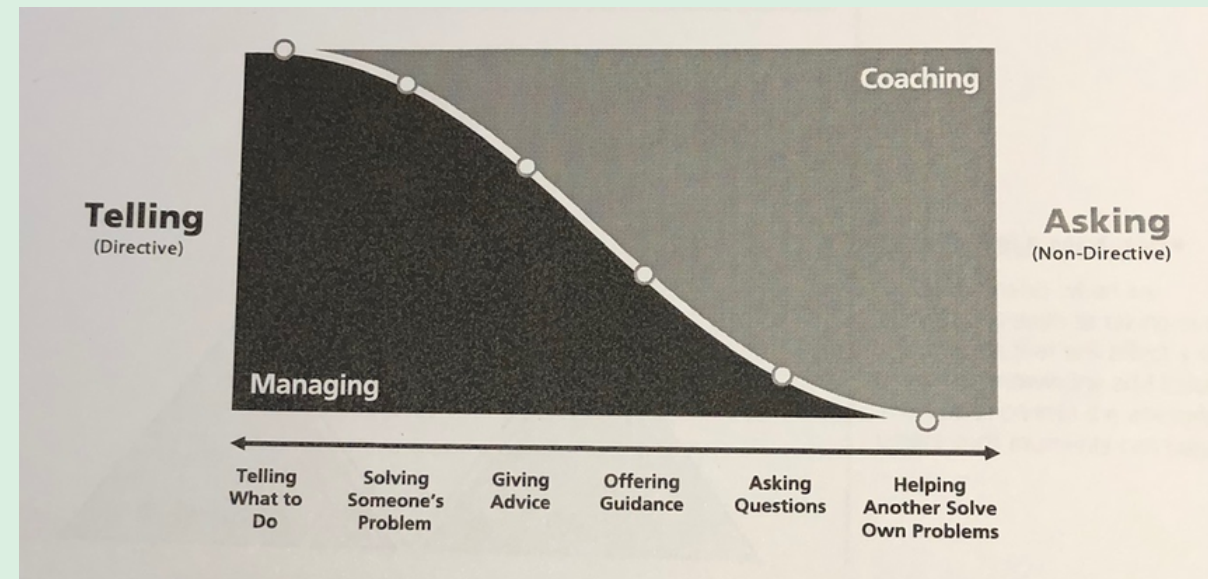
WHAT WE DO IS HARD

- Inspirational coaches and leaders
- Supervision
- In Social Services industries, promotions and advancement are often limited
- Recruit and retain a talented, compassionate team
- Support and empowerment
- Mentoring

MUTUAL EXPECTATION

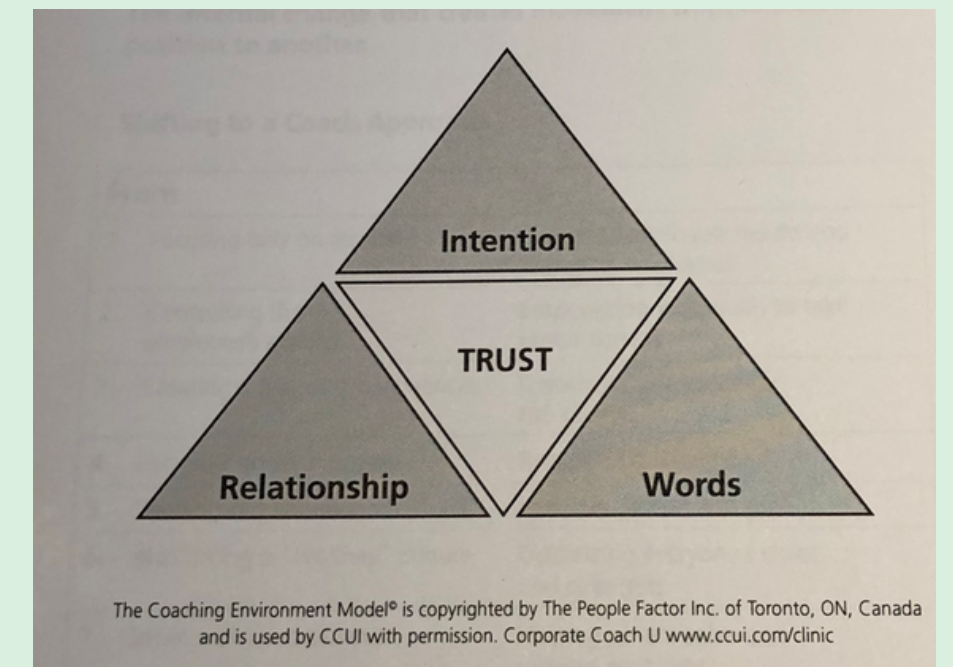
EXPECTATION

- Both parties should have expectations
- Feedback and recognition



COACHING

TRUST



GOALS FOCUSED

COMMON GOALS

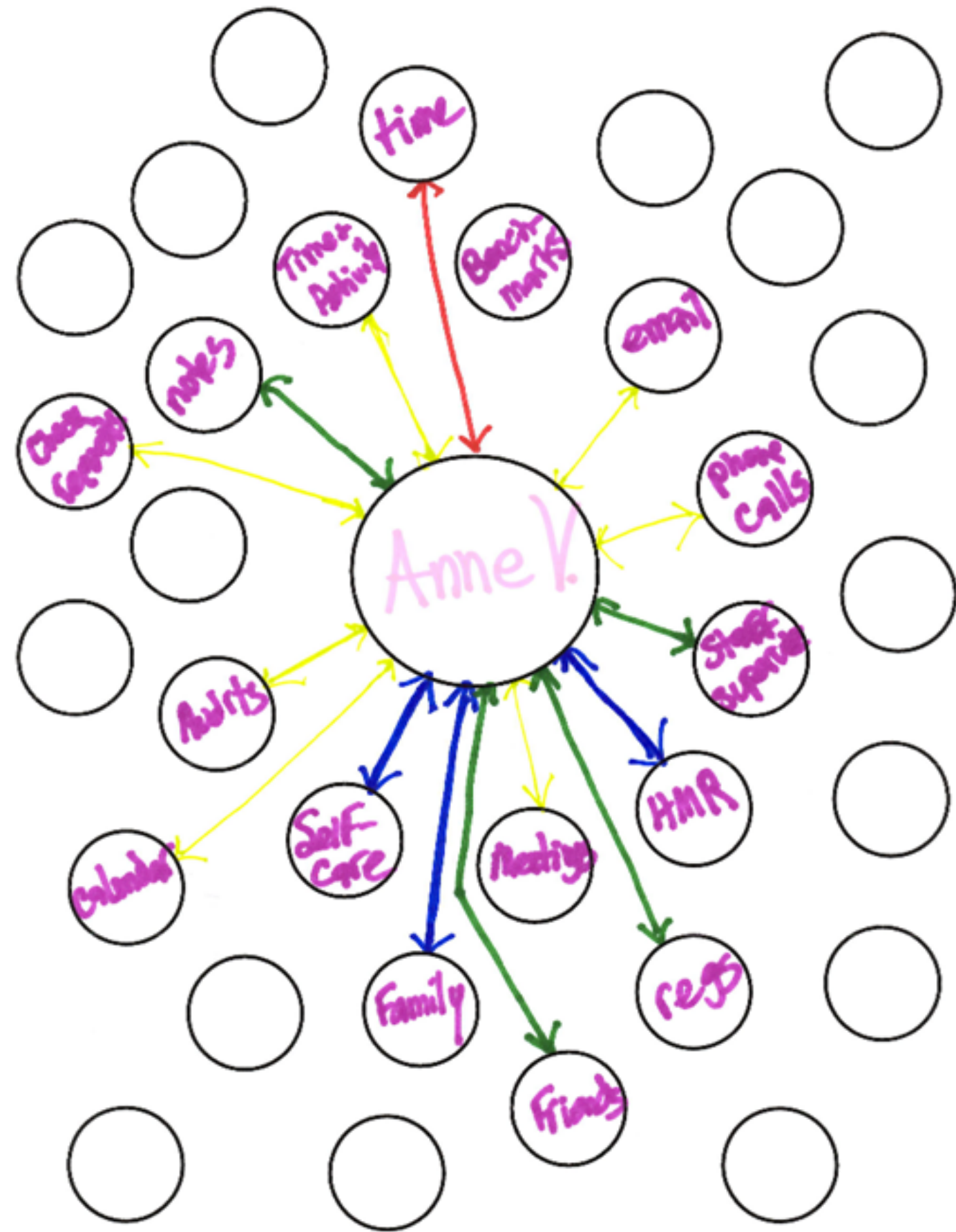
- Regular check-in
- Accountability

PROFESSIONAL DEVELOPMENT

- Coaching/mentoring
- Peer leadership
- Self-care

ECO-MAPS

- Identify stressors
- Build support



STRENGTHS DRIVEN

PULSE CHECK

- Where are you now?
- Morale
- Job satisfaction

RIGHT PERSON/RIGHT SEAT

- Get it, want it, have the capacity for it
- Core value alignment

PERSONALITY/ COMMUNICATION

- Predictive Index
- PACE Palette
- Myers-Briggs

PERSONALITY/COMMUNICATION

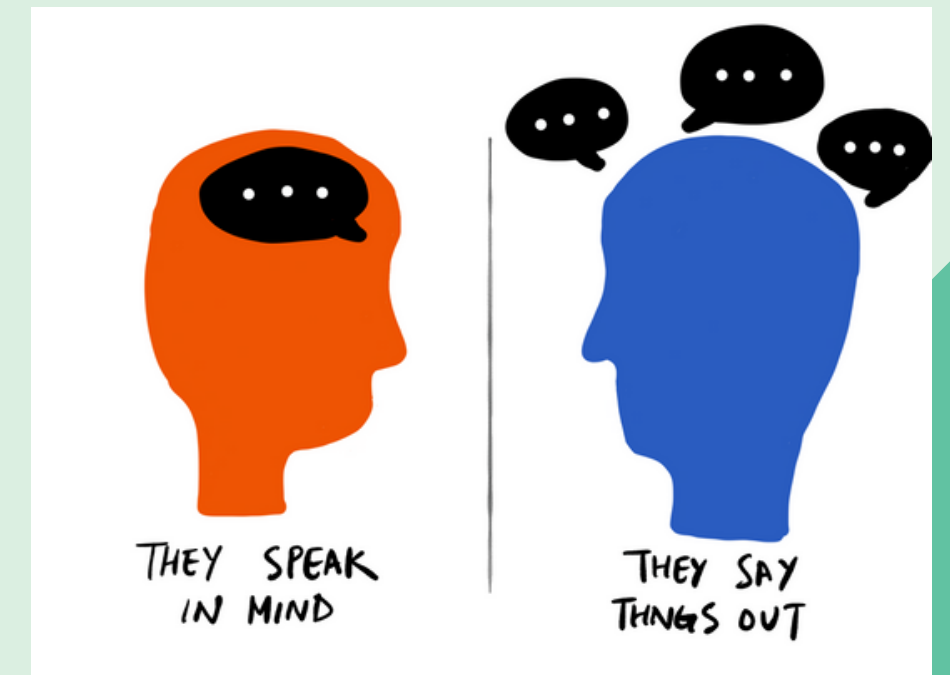
CELEBRATE DIVERSITY

Extroverts:

- Direct attention and get their energy from the outer world of people and things
- Energized by other people
- Act, then (maybe) reflect
- Act quickly
- Speak up at meetings easily and often
- Usually don't spend much attention to what's going on inside of them

Introverts:

- Direct attention and get their energy from the inner world of thoughts and ideas
- Energized by inner resources, internal experiences
- Reflect, then (maybe) act
- Don't usually act quickly
- Are drained by too much time with people, especially strangers
- May hold back at meetings
- Are often very aware of their inner actions



PACE PALETTE

YOUR PACE® PALETTE SCORE

In the first horizontal row of four squares, decide which group of three words seems most like you—and put a 4 in that square. The group of words in that same row that seems next most like you will rate a score of 3, another group will get a 2 and the group which seems the least like you should be given a score of 1. Then go on to the second horizontal row and score those squares in the same way: 4 for the group that's most like you, 1 for the group that's least like you, and a 2 and 3 for the ones in between.

| | | | | |
|------------|---|--|--|--|
| First Row | Spontaneous Impulsive Impetuous | Stable Methodical Planner | Cooperative Idealistic Sincere | Rational Curious Complex |
| Second Row | Adventurous Daring Hurried | Traditional Responsible Dependable | Faithful Compassionate Inspirational | Logical Analytical Loner |
| Third Row | Loves Excitement Explorer Unpredictable | Dutiful Teacher Industrious | Authentic Empathic Motivator | Intellectual Inventive Problem solver |
| Fourth Row | Energetic Expedient Jokester | Makes rules Orderly Well-prepared | Supportive Self-aware Caring | System-thinker Independent Perfectionist |
| Fifth Row | Bold Witty Risk-taker | Loyal Reliable Likes structure | Romantic Flexible Kind | Theoretical Ingenious Individualist |

Now add the numbers in each of the vertical columns and put the totals in these squares.

4 19 10
Red Yellow Blue

Celebrating Over 50 Years of Personal and Company Effectiveness

The **PACE** Palette

Adventure

Responsibility

Curiosity

Harmony

Relationships are important to me.
I have lots of friends – both human and furry.
I have integrity, I'm authentic and unique.
I like helping others become what they can be.
I embrace emotions – both mine and others!
People are far more important than things.
I enjoy flowers, music, romantic movies and nature.
I love to help friends solve their problems.
I'm caring, intuitive and a great listener.
Empathy and sympathy are both easy for me because I'm very perceptive.
I thrive on recognition and acceptance.
I excel at motivating people.

BLUES see the possibilities in others – and in themselves! They are highly creative and constantly growing. Uniqueness is important, yet they can shift identities to fit the situation. Life is a search for meaning. Warmth and compassion flow easily and with sincerity. Devoted friend, they love to talk, share and help. **BLUES** are imaginative, genuine and have lots of sensitivity to the thoughts and feelings of other people.

MYERS-BRIGGS

ISTJ

Responsible, sincere, analytical, reserved, realistic, systematic. Hardworking and trustworthy with sound practical judgment.

ISFJ

Warm, considerate, gentle, responsible, pragmatic, thorough. Devoted caretakers who enjoy being helpful to others.

INFJ

Idealistic, organized, insightful, dependable, compassionate, gentle. Seek harmony and cooperation, enjoy intellectual stimulation.

INTJ

Innovative, independent, strategic, logical, reserved, insightful. Driven by their own original ideas to achieve improvements.

ISTP

Action-oriented, logical, analytical, spontaneous, reserved, independent. Enjoy adventure, skilled at understanding how mechanical things work.

ISFP

Gentle, sensitive, nurturing, helpful, flexible, realistic. Seek to create a personal environment that is both beautiful and practical.

INFP

Sensitive, creative, idealistic, perceptive, caring, loyal. Value inner harmony and personal growth, focus on dreams and possibilities.

INTP

Intellectual, logical, precise, reserved, flexible, imaginative. Original thinkers who enjoy speculation and creative problem solving.

ESTP

Outgoing, realistic, action-oriented, curious, versatile, spontaneous. Pragmatic problem solvers and skillful negotiators.

ESFP

Playful, enthusiastic, friendly, spontaneous, tactful, flexible. Have strong common sense, enjoy helping people in tangible ways.

ENFP

Enthusiastic, creative, spontaneous, optimistic, supportive, playful. Value inspiration, enjoy starting new projects, see potential in others.

ENTP

Inventive, enthusiastic, strategic, enterprising, inquisitive, versatile. Enjoy new ideas and challenges, value inspiration.

ESTJ

Efficient, outgoing, analytical, systematic, dependable, realistic. Like to run the show and get things done in an orderly fashion.

ESFJ

Friendly, outgoing, reliable, conscientious, organized, practical. Seek to be helpful and please others, enjoy being active and productive.

ENFJ

Caring, enthusiastic, idealistic, organized, diplomatic, responsible. Skilled communicators who value connection with people.

ENTJ

Strategic, logical, efficient, outgoing, ambitious, independent. Effective organizers of people and long-range planners.

DEBRIEFING

PERFORMANCE REVIEW

- Help identify what went right, wrong, and improvements next time
- Opportunity
- Reduce psychological harm

Anyah Hoang-Ansert

You are a Scholar!



A Scholar is accurate, reserved, imaginative and seeks a high level of technical expertise.

Watch a quick video on being a Scholar

Self Awareness

Your motivating drives tell us that you tend to be:

Moderately

Independent and Cooperative
Assertive and Accepting of company policies
Self-confident and Accommodating

May need some

Balance of: Independence and Encouragement
Control of own activities and Reassurance
To be challenged and Harmony

Very

Introspective
Matter-of-fact
Analytical

May need lots of

Opportunities to reflect
Room for introspection
Freedom from office politics

Moderately

Agreeable
Patient
Stable

May need some

Long-term affiliation
Ability to work at a steady pace
Familiar surroundings

Moderately

Serious
Diligent
Reserved

May need some

Understanding of rules and regulations
Specific knowledge of the job
Freedom from risk of error

At Work

Your colleagues may perceive you:

Formal

Formal, reserved, introspective, and
Detail-oriented and precise; follow-th

Takes time to connect

Management Style

As a manager of people or projects, Anyah will be:

- Focused on providing the team with a validated, sanctioned template by which to measure all work
- Highly organized, methodical and persistent; this individual will encourage their team to take time for thoughtful, careful analysis
- Cautious with decisions until all the facts are known and a well made plan has been established; unwilling to push forward decisions without ample time to evaluate all aspects of the situation
- Reluctant to delegate authority or details; when delegation is needed, follow-up is close, thorough, and critical; it is very difficult to meet this individual's exacting standards
- Disciplined and analytical; their mandate will be to protect the company from undue risk under all circumstances and without failure
- Reserved and formal; when solicited, they'll choose words carefully and speak with conviction on matters they've studied in great depth.

Management Strategies

To maximize effectiveness, productivity, and job satisfaction, consider providing Anyah with the following:

- Work that allows some private time to think
- Specialized work which they've had opportunity to learn in depth and in detail, and which utilizes their disciplined, analytical thinking and systematic, patient work style
- Work which is structured and relatively free from chaotic or urgent time pressures
- Recognition of technical expertise, and devotion to doing good work
- Appreciation of thorough decision-making style, and ability to protect the company against risk.



Anyah Hoang-Ansert

Assessment Date
Report Date

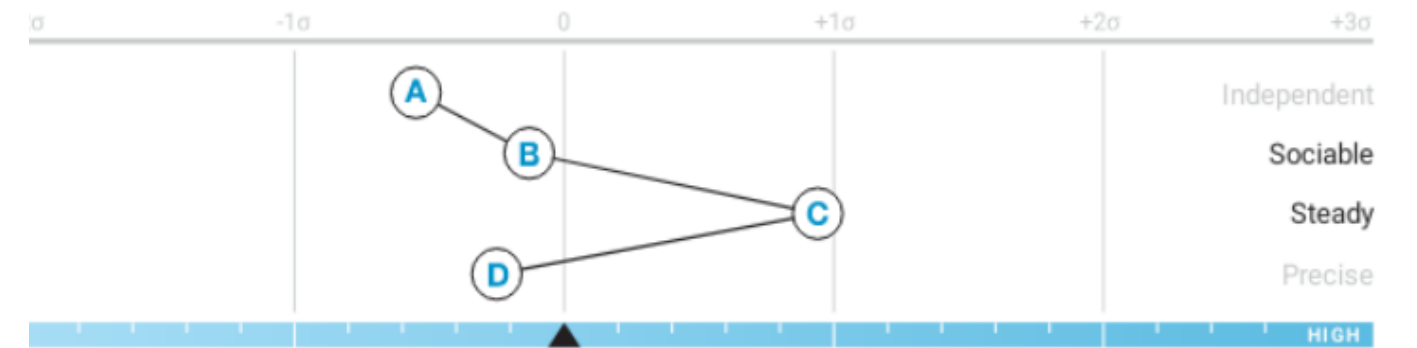
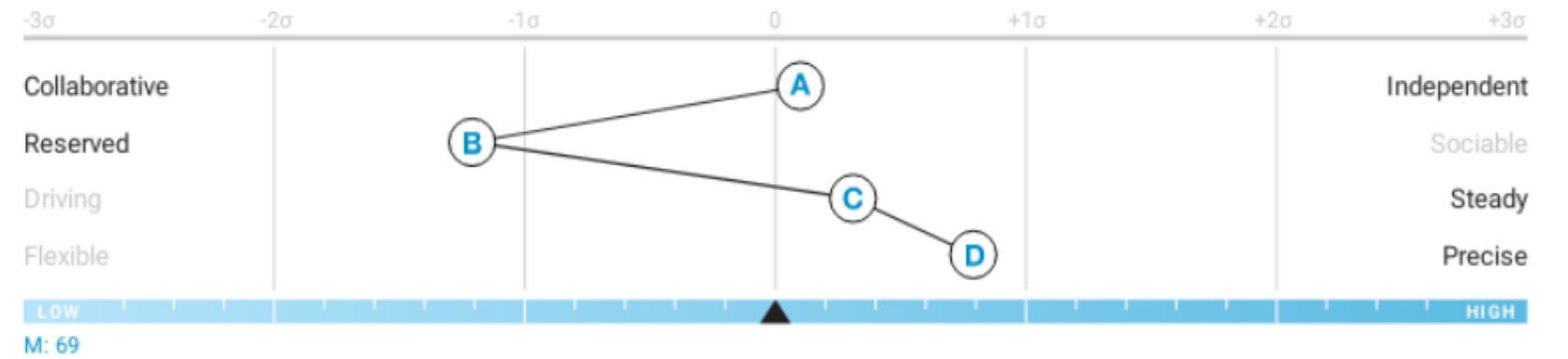
05/18/2020
05/03/2021



Scholar

A Scholar is accurate, reserved, imaginative and seeks a high level of technical expertise.

Self



Anne Vandervort

You are a Craftsman!



A Craftsman is accommodating and analytical, while producing highly precise and accurate work.

Watch a quick video on being a Craftsman

Assessment Date
Report Date

05/20/2020
05/03/2021

Self Awareness

Your motivating drives tell us that you tend to be:

Moderately

- Cooperative
- Accepting of company policies
- Accommodating
- May need some**
- Encouragement
- Reassurance
- Harmony

Very

- Introspective
- Matter-of-fact
- Analytical
- May need lots of**
- Opportunities to reflect
- Room for introspection
- Freedom from office politics

Very

- Agreeable
- Patient
- Stable
- May need lots of**
- Long-term affiliation
- Ability to work at a steady pace
- Familiar surroundings

Moderately

- Serious and Informal
- Diligent and Tolerant of uncertainty
- Reserved and Flexible
- May need some**
- Balance of: Understanding of rules and regulations and Freedom from rigid structure
- Specific knowledge of the job and Freedom of expression
- Freedom from risk of error and Opportunities to delegate details

Management Style

As a manager of people or projects, Anne will be:

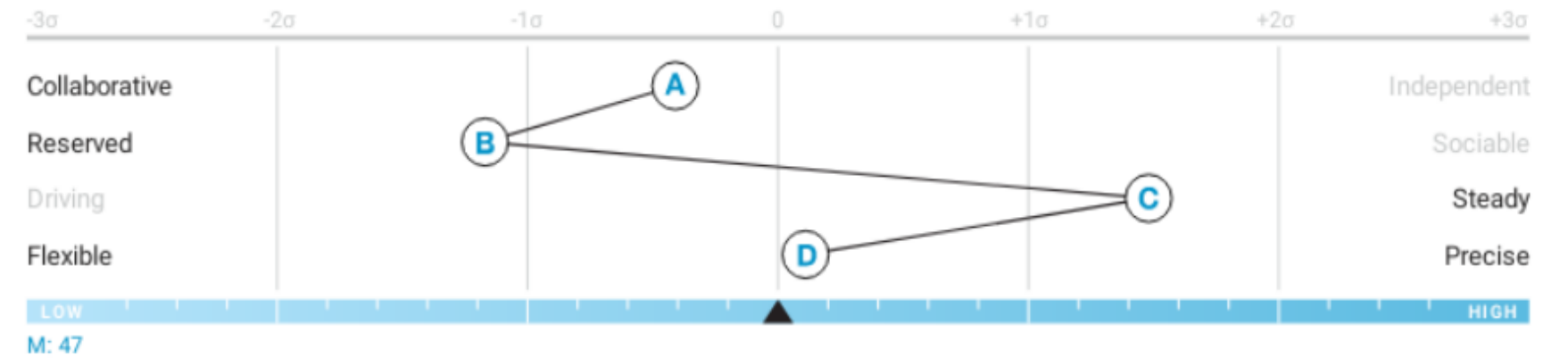
- Focused on providing the team with a sanctioned, proven template by which they will produce high quality, consistent work
- Respectful of authority and established regulations; will evaluate change with skepticism, proceeding cautiously and adapting slowly after prudent analysis of the outcome
- Loyal and diligent in pursuing the company's goals and protecting it from risk or failure
- Cautious, Anne delegates to those who have proven that they get results. Follow-up will be close and will ensure that all procedures have been followed and all standards met
- Most comfortable managing functions where they have deep knowledge and expertise; generally these functions will be more technical than social
- Introspective and quiet; will share their ideas with others after significant analysis and reflective consideration.



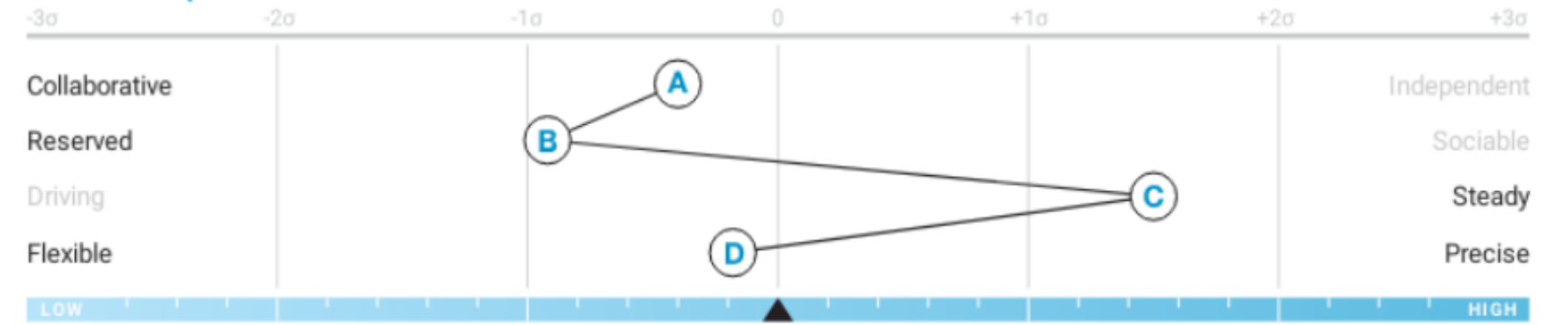
Craftsman

A Craftsman is accommodating and analytical, while producing highly precise and accurate work.

Self



Self-Concept



Management Strategies

To maximize effectiveness, productivity, and job satisfaction, consider providing Anne with the following:

- Opportunity to work within their own area of expertise to assure high-quality, by-the-book, results
- Wherever necessary, detailed, thorough training in their specialized work
- The chance to learn and practice in an orderly, stable environment
- Recognition for work well done
- Stability and predictability in the work environment and responsibilities
- A positive, non-threatening approach when it is necessary to correct, change, or criticize their work.

QUESTIONS?

THANK YOU!

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ANNE VANDERVORT

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