APS Supervisor Core: Managing Staff Challenges and Performance Issues

APSWI
Adult Protective Services
Workforce Innovations

This course provides APS Supervisors with the foundational knowledge to effectively address staff challenges and performance issues from a trauma-informed, strengths-based perspective, using skilled communication techniques. This course provides information about what types of staff challenges and performance issues are commonly encountered in APS, and teaches specific step-by-step strategies for managing those issues. Participants have the opportunity to practice addressing performance issues using constructive and supportive strategies in small groups.

This is 3 of 3 training topics part of Supervisor Core Competency 5: Supervising for Accountability and Retention

Learning Objectives

By the end of this training participants will be able to:

- Identify the types of staff challenges and performance issues that may be encountered in APS.

- Describe strategies for managing staff performance issues and other concerns.

- Demonstrate the ability to address performance issues using constructive and supportive strategies.

Course Requirements

Pre-Training Assignment: Participants will be instructed to complete the pre-work activity prior to this training and should have their activity responses available to them during the training for the "Written Reflection Activity" portion of the course.

Course Purpose

The purpose of this training is to enable APS Supervisors to effectively address staff performance issues, which in theory enhances employee satisfaction and helps retain talent in a supportive work environment that encourages professional and personal growth.

VIRTUAL EVENT

Date: April 22, 2026
Time: 9:00 a.m. - 12:00 p.m.

This course will be conducted remotely through **Zoom**.
A link will be sent to participants a week before training.

REGISTRATION

Please register through your respective county's training process.

The registration deadline for this training is Mon. April 6, 2026.

AUDIENCE

This workshop is intended for APS supervisors.

Meet the Trainer

Ruth MacKenzie

Ruth MacKenzie brings over 30 years of experience in social services, with a career spanning frontline work to systems leadership. She began in group homes while earning her degrees, later serving eight years in Child Protective Services as a social worker and supervisor. Ruth went on to lead outreach, grant writing, and program development for homeless services before shifting her focus to older adults through APS, IHSS, and the PA/PG/PC. With master's degrees in Social

Work and Public Policy & Administration, Ruth is grounded in the belief that authentic, meaningful relationships are at the core of all social service roles. Her guiding principle: our first task—no matter the role—is always care.

Virtual Training Protocol

- o Download or update the most recent version of Zoom
- o Please log in 5 to 10 minutes prior to the workshop to allow for troubleshooting, if needed
- o It is highly recommended to use a headset for this workshop, as participants will be asked to participate in group discussions and small break-out groups
- o Use "Computer Audio" for optimal experience
- o If you have access to a functioning camera, we ask that you turn it on for the full duration of the workshop as it offers a more conducive learning experience.
- o If you are planning to log on to the training using two separate devices (one for audio, one for video), please be sure to mute one of the devices to prevent any audio feedback.
- o Please be sure your screen name is your first and last name in Zoom. Learners who are not able to identify themselves within the first 15 minutes of training, and remain unresponsive after the moderator has attempted to make contact via chat or verbally multiple times will need to be removed from the training session.
- o Please refer to the "Virtual Learning Tips" handout for additional information on how to update your Zoom screen name, etc.

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