

# Staff Support Card

Have youth use this tool to assess and provide feedback to the adults that support them in learning social and emotional skills. It should be used at multiple points in time to track progress. This is intended as a low-stakes way to inform and strengthen staff practices, not a high-stakes evaluation.

## Why This Matters

- Staff play an important role in enhancing the social and emotional learning of youth in their program. Feedback from youth can provide valuable information that staff can use to improve their practice.

## Getting Started

- **Materials:** Copies of the Staff Support Card
- **Time:** 15 minutes to complete card, 30-60 minutes for staff discussion
- This tool can be used either in reference to an individual staff member or to a group of staff as a whole. Be sure to decide this before using the support card and communicate this to youth.
- Youth should complete the Staff Support Card 2-4 times a year (e.g., once a semester).
- Choose a specific period of time that youth should consider when completing the Staff Support Card (e.g., think back to the last week).
- Be sure to communicate the intent of the Staff Support Card and how the information will be used with the staff who are going to be the focus of youth feedback.

## How To Use It

- 1) When you first introduce the Staff Support Card, explain that the purpose is for youth to provide feedback to staff so that staff can improve their work with youth.
- 2) Go through each statement with youth and make sure you have a common understanding of each statement. Ask youth for an example of what each statement would look like (e.g., What does it look like when staff show you respect?)
- 3) After responses from youth have been collected, convene your staff group to discuss the results. Use the following questions to guide your discussion:

- What was most surprising to you about the responses?
- What practical steps can staff take to improve?
- What kind of professional development or training might help us improve?

If collecting information over time:

- How does the current feedback compare to previous feedback?
- What changes have been made since the last Staff Support Card?

## Take It Further

- After using the Staff Support Card several times, have a check-in conversation with youth. Discuss the results of the Staff Support Card and what the staff is working on. Let youth know that their input was considered and even incorporated.
- Turn it into an online survey.

# Tool: Staff Support Card

Think about \_\_\_\_\_ (name or group of staff) in the last \_\_\_\_\_ (week, month)...

		USUALLY	SOMETIMES	RARELY
<b>WAYS I AM</b>	Staff respect me			
	Staff make sure everyone feels included			
	Staff encourage me to share my perspective			
	Give an example:			
<b>WAYS OF FEELING</b>	Staff help me when I feel frustrated or upset			
	Staff handle their own emotions well			
	Staff check-in with me about how I feel			
	Give an example:			
<b>WAYS OF RELATING</b>	Staff encourage us to work together			
	Staff help us resolve conflict			
	Staff give us a chance to play special roles			
	Give an example:			
<b>WAYS OF DOING</b>	Staff challenge me to try hard and do my best			
	I can ask staff for help			
	Staff will support me if I try and fail			
	Give an example:			