


# CLINICAL SUPERVISION WITHIN THE SUBSTANCE USE WORKFORCE: ADDRESSING THE GENERATIONAL GAP

Dan Bizjak, LCSW, ICS, CSAC  
Recovery & Addiction Professionals of WI  
Mountain Plains ATTC February 13, 2024



1

---

---

---

---


---

---

---


---

## INTRODUCTION



Dan Bizjak, LCSW, ICS, CSAC

- o RAP WI Immediate Past President
- o NAADAC Student Committee
- o NBCC/NAADAC Mentor



**RAP-WI**  
RECOVERY & ADDICTION  
PROFESSIONALS OF WISCONSIN  
Presenting as state affiliate of NAADAC  
not as an employee of the Department of  
Health Services for the State of  
Wisconsin.

2

---

---

---

---

---

---

---

---

## A CONFERENCE CALL IN REAL LIFE



<https://www.youtube.com/watch?v=EIIUVDECGdA>

3

---

---

---

---

---

---

---

---



4

---

---

---

---

---

---

---

---

Generation Name	Births Start	Births End
The Lost Generation The Generation of 1914	1890	1915
The Interbellum Generation	1901	1913
The Greatest Generation	1910	1924
The Silent Generation	1925	1945
Baby Boomer Generation	1946	1964
Generation X (Baby Bust)	1965	1979
Xennials	1975	1985
Millennials Generation Y, Gen Next	1980	1994
iGen / Gen Z	1995	2012
Gen Alpha	2013	2025

5

---

---

---

---

---

---

---

---

Date	Generation	Description
1925 - 1945	Silent Generation	Silent because would not speak out against the government. They seemed not to want to make a change or difference in the world.
1946 - 1964	Baby Boomer	Grew up in a time when the US was prosperous, economy "boomed". Birth rates were at an all time high.
1965 - 1979	Generation X	Know to have the highest rate and highest level of education in the US. Grew up in a world of wars and historical events.
1975 - 1985	Xennials	Known to have more traditional relationships. These relationships developed prior to social media.
1980 - 1994	Millennials Generation Y Gen Next	More independent with their opinions and choices. More likely to be cautious of energy conservation and saving the earth due to global warming publications.
1995 - 2012	Generation Z iGen	Less likely to engage in religious practices. Highly likely to rely on self. Do NOT like to be under control by government or authority.

6

---

---

---

---

---

---

---

---

### COMPLAINTS BY GENERATION

<p><b>Millennials</b> → <b>Older Worker</b></p> <ul style="list-style-type: none"> <li>• Resistant to Change</li> <li>• Lack of recognition of my efforts</li> <li>• Micromanage me</li> </ul>	<p><b>Older Worker</b> → <b>Millennials</b></p> <ul style="list-style-type: none"> <li>• Poor work ethic</li> <li>• Informal behavior and language</li> <li>• Inappropriate dress</li> </ul>
--	--

---

---

---

---

---

---

---

---

7

## 23 DRIVERS FOR WORK

SURVEY COMPLETED BY DRS. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

<ul style="list-style-type: none"> <li>• Autonomy</li> <li>• Challenge</li> <li>• Creativity</li> <li>• Developing others</li> <li>• Empathy</li> <li>• Excelling</li> <li>• Excitement</li> <li>• Family</li> <li>• Friendship</li> <li>• Fun</li> <li>• Impact</li> <li>• Learning</li> </ul>	<ul style="list-style-type: none"> <li>• Money</li> <li>• Ownership</li> <li>• Pressure</li> <li>• Prestige</li> <li>• Problem Solving</li> <li>• Purpose</li> <li>• Recognition</li> <li>• Service</li> <li>• Social Responsibility</li> <li>• Teamwork</li> <li>• Variety</li> </ul>
---	--

---

---

---

---

---

---

---

---

8

## 23 DRIVERS FOR WORK

SURVEY COMPLETED BY DRS. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

**Key Generational Shift 1:**

- Autonomy ranked:
  - Millennials 21<sup>st</sup>
  - Boomers 8<sup>th</sup>
  - Gen X. 12<sup>th</sup>

---

---

---

---

---

---

---

---

9

**23 DRIVERS FOR WORK**

**Key Generational Shift 2:**

**Recognition:**  
Helps in retaining and engaging Millennials. Overall it energizing for all employees.

Millennial employees are much more often strongly motivated by receiving recognition for their good work

SURVEY COMPLETED BY DRS. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

10

---

---

---

---

---

---

---

---

**23 DRIVERS FOR WORK**

SURVEY COMPLETED BY DRS. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

**Top 3 Motivators**

Millennials:	1. Impact	2. Learning	3. Family
Gen X:	1. Impact	2. Learning	3. Family
Boomers:	1. Impact	2. Learning	3. Family
Traditionalists:	1. Impact	2. Learning	3. Creativity

11

---

---

---

---

---

---

---

---

**23 DRIVERS FOR WORK**

SURVEY COMPLETED BY DRS. JEAN GREAVES AND TRAVIS BRADBERRY VIA EMOTIONAL INTELLIGENCE 2.0

**Bottom 3 Motivators**

Millennials:	21. Prestige	22. Autonomy	23. Money
Gen X:	21. Fun	22. Prestige	23. Money
Boomers:	21. Fun	22. Prestige	23. Money
Traditionalists:	21. Recognition	22. Prestige	23. Money

12

---

---

---

---

---

---

---

---



13

---

---

---

---

---

---

---

---



14

---

---

---

---

---

---

---

---



15

---

---

---

---

---

---

---

---



**Quality clinical supervision is founded on a positive supervisor supervisee relationship that promotes client welfare and the professional development of the supervisee**

TIP 52

16

---

---

---

---

---

---

---

---

**QUALITIES OF EFFECTIVE CLINICAL SUPERVISION**

- Demonstrates empathy, positive regard and genuineness
- The ability to create a safe learning environment.
- The ability to communicate effectively.
- The ability to be open, approachable, and supportive.
- **Model ethical behavior.**
- Decision making and problem solving skills.
- The exercise of judgement in understanding a situation and to execute an appropriate plan of action.
- Openness to examine one's own biases and attitudes.
- Effective time management and organizational skills
- **A sense of humor, humility, and balance in life.**

17

---

---

---


---

---

---

---

---



**BUILDING THE RELATIONSHIP  
RULE #1**

Take time to get to know your supervisee.

18

---

---

---

---

---

---

---

---



**BUILDING THE RELATIONSHIP  
RULE #2**

Identify the expectations together.

19

---

---

---

---

---

---

---

---



**BUILDING THE RELATIONSHIP  
RULE #3**

Identify goals

20

---

---

---

---

---

---

---

---



**BUILDING THE RELATIONSHIP  
RULE #4**

Be Human

21

---

---

---

---

---

---

---

---



22

---

---

---

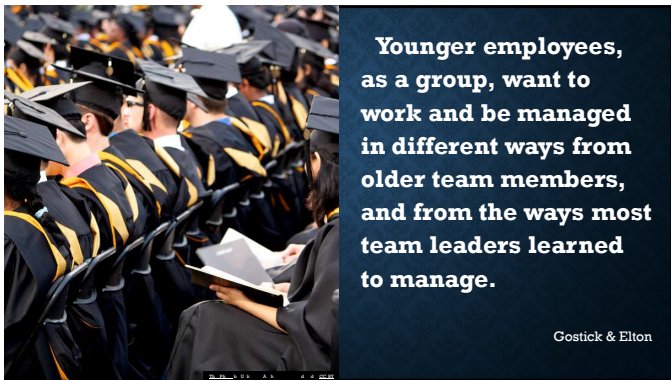
---

---

---

---

---



23

---

---

---

---

---

---

---

---



24

---

---

---

---

---

---

---

---



**GENERATIONAL  
COMPARISON**

Boomers	Gen Xers	Millennials
7	5	1.5 - 2
Years	Years	Years

Gostick & Elton

25

---

---

---

---

---

---

---

---

**5 DISCIPLINES OF A TEAM LEADER**

1. Understand Generations
2. Manage to the One give the man his guitar
3. Speed Productivity
4. Challenge Everything
5. Now, don t forget your customers

26

---

---

---

---

---

---

---

---

**SIX CONVERSATIONS**

1. What s expected of me?
2. What and how should I develop?
3. How am I doing?
4. How did I do?
5. How will I be rewarded?
6. What s next for me?

King, pg. 6

27

---

---

---

---

---

---

---

---



**KEY STRATEGIES TO ENERGIZE STAFF**

- Adopt simple rituals of recognition.
- Institute transparency of team challenges.
- Foster direct relevant learning.
- Clear communication to the team of the meaning of their work.

Gostick & Elton

28

---

---

---

---

---

---

---

---



**ADOPT SIMPLE RITUALS OF RECOGNITION**

1	Applaud attempts
2	Do it now
3	Do it often
4	Be specific
5	Clearly reinforce key values
6	Formally celebrate significant outcomes
7	Take a S.T.E.P.

29

---

---

---

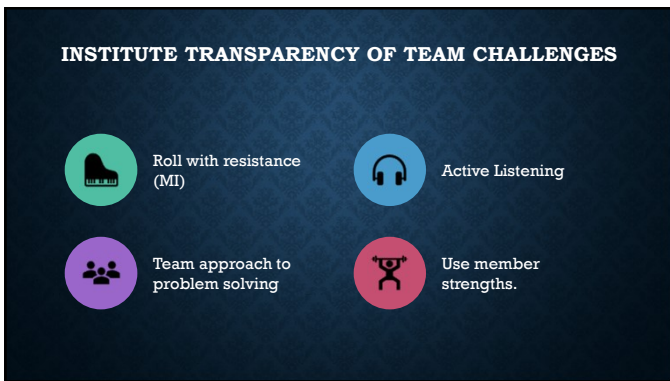
---

---





---

---

---



**INSTITUTE TRANSPARENCY OF TEAM CHALLENGES**

-  Roll with resistance (MI)
-  Active Listening
-  Team approach to problem solving
-  Use member strengths.

30

---

---

---

---

---

---

---

---

**FOSTER DIRECT RELEVANT LEARNING**



**SUBJECT MATTER EXPERTS (SME S)**      **USE OF IDP S IN TRAININGS**      **HAVE FUN WITH LEARNING.**

31

---

---

---

---

---

---

---

---

**CLEAR COMMUNICATION TO THE TEAM OF THE MEANING OF THEIR WORK.**

How do I fit in?

What is the bigger picture?

Transparency is key

32

---

---

---

---


---

---

---

---

**THE BEST TEAM CULTURE**



**PSYCHOLOGICALLY SAFE**      **DEPENDABLE**      **STRUCTURE**

**CLARITY**      **IMPACT**

33

---

---

---

---

---

---

---

---

**SMART RECOGNITION**

- 👁️ Applaud attempts
- ✓ Do it now
- ✗ Do it often
- 🎯 Be specific
- 💜 Clearly reinforce key values
- 🌟 Formally celebrate significant outcomes
- 👉 Take a S.T.E.P.

34

---

---

---

---

---

---

---

---

**TAKE A S.T.E.P**

- Tell a **Story** about the accomplishment
- Gather the immediate team **Together** to listen to and add comments
- **Emphasize** a core value that was displayed
- **Personalize** the moment

35

---

---

---

---

---

---

---

---

**"HOW TO HAVE A HYBRID MEETING THAT WORKS FOR EVERYONE"**

36

---

---

---

---

---

---

---

---

### KEY TAKE AWAYS

- Ground rules
- Video First
- All on or all off
- No Whiteboard



37

---

---

---

---

---

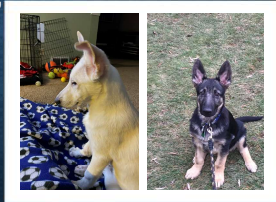
---

---

---

**Our work is not just what we do, but who we are. We are a profession dedicated to teaching, coaching, mentoring, and consulting. In hopes to leave the next generation with new knowledge, skills, and understanding to make the world a better place.**

Dan Bizjak



38

---

---

---

---

---

---

---

---

### REFERENCES

Bradberry, T., & Greaves, J. (2009). *Emotional Intelligence 2.0*. San Diego, CA: TalentSmart.

Center for Substance Abuse Treatment. *Clinical Supervision and Professional Development of the Substance Abuse Counselor*. Treatment Improvement Protocol (TIP) Series 52. HHS Publication No. (SMA) 144435. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2009.

Gostick, A., & Elton, C. (2018). *The Best Teams Wins* (First ed.). New York, NY: Simon & Schuster.

King, Steve. *Six Conversations A Simple Guide for Managerial Success*. Bloomington, iUniverse, 2015, pp. 6-8.

LaPierre, S. (Producer). (2021). *How to Have a Hybrid Meeting That Works* [Online video]. Harvard Business Review. Retrieved from <https://www.youtube.com/watch?v=qRSrgLtok7I>

39

---

---

---

---

---

---

---

---

**CONTACT  
INFORMATION**

Rap WI.com  
[rapwisconsin@gmail.com](mailto:rapwisconsin@gmail.com)



**RAP-WI**  
RECOVERY & ADDICTION  
PROFESSIONALS OF WISCONSIN

---

---

---

---

---

---

---

---