Course Description

Skillful supervision and management are essential ingredients of a high-quality, effective legal services delivery system. CLAE's new web-based course – **Essential Skills for Legal Aid Supervisors** -- provides an introduction to the organizational systems and skills necessary to oversee and guide the work of hotline providers and staff. The course consists of a pre-training week during the week of _____ which introduces you to the online campus and to other participants and then three weeks of online activities during the weeks of ____, ____ and ____. Read this document first to get grounded in the training design, curriculum and time commitments involved.

Activities in Advance of Week One

Activity	Timeline						
	Mon	Tues	Wed	Thurs	Fri	Mon	Total Time
0-1. Take a tour of the course site		Due: 12 p.m.					30'
0-2 Participate in pre-training Live Link-Up		Participate in LLU 2:00 – 3:00 p.m.					60 - 90''
0-3. Introduce yourself as a supervisor. Reply to at least one post.			Post your introduction Due: 8 p.m.	Reply to at least one post Due 8 p.m	.		30'
0-4. Sign up for timeslots for Weeks One, Two and Three activities.					Due 5 p.m		10'
							2 – 2.5 hours

Activities for Week 1

Activity	Timeframe						Est. Time
	MON,	TUE.	WED.	THU.	FRI.	MON.	
1-1. Review materials related to Roles of Hotline Program Supervisors, complete self-assessment and discuss roles of Hotline Supervisors.	Review roles, complete self-assessment; post initial comment Due 8 p.m.	Respond to at least one comment Due 8 p.m.					60’
1-2. Prepare for & Participate in Week One LLU		Join the LLU 2:00 p.m. – 3:15 p.m.					75’
1-3. Review and discuss systems and structures that support effective supervision			Post initial comment Due 8 p.m.	Respond to at least one post Due 8 p.m.			30’
1-4. Participate in small group discussion			Participate in small group discussion during one of potential timeslots on Wednesday or Thursday.				30’
1-5. Complete Week One evaluation					Due 8 p.m.		15’
						Total weekly time estimate:	**3 hrs. 30’**

Activities for Week 2

Activity	Timeframe						Est. Time
	MON.	TUE.	WED.	THU.	FRI.	MON.	
2-1. Review materials on Stages in the Supervisory Relationship and Situational Leadership	Review materials; post initial comment. Due 8 p.m.	Respond to at least one comment – Due 8 p.m.					30’
2-2. Prepare for & Participate in Week Two Live Link-Up		Participate in LLU 2:00 – 3:15 p.m.	.				75’
2-3. Complete worksheet on situational leadership.			Complete and upload worksheet Due 12 p.m.				30’
2.4 Participate in small group meeting to discuss worksheet			Participate in paired discussion during one of 4 – 6 potential timeslots on Wednesday or Thursday.				45’
2.5 Reflect on insights gained through Week Two activities.					Due 8 p.m.		15’
2.6 Complete Week Two Evaluation						Due 8 p.m.	15’
						Total weekly time estimate:	**3 hrs. 45’**

Activities for Week 3

Activity	Timeframe						Est. Time
	MON.	TUE.	WED.	THU.	FRI.	MON.	
3-1. Review materials on & discuss constructive feedback	Due 8 p.m.						30’
3-2. Review & provide comments on 1st constructive feedback demo.		Due 12 p.m.					20’
3-3. Prepare for and participate in Week Three LLU		Participate in LLU 2:00 – 3:00 p.m.					60’
3-4. Review and comment on second constructive feedback demo		Due 8 p.m.					30’
3-5. Prepare for and practice providing constructive feedback			Choose one of four potential timeslots: Wed – 11:00 – 12:30; 1:30 – 3:00 Thurs – 11:00 – 12:30; 1:30 – 3:00				30’ prep 60’ practice
3-6. Develop professional development plan to strengthen supervision skills; post final reflections.					Due Friday 5 p.m.		30’
3-7. Complete Week Three Evaluation						Due 8 p.m.	15’
						Total weekly time estimate:	4 ‘ 45’’