

Quiz name: **Middle Manager Session**

Date: **03/14/2016**

Question with Most Correct Answers: **#0**

Total Questions: **4**

Question with Fewest Correct Answers: **#0**

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1. What are the qualities of an effective "Middle Manager" in the EFNEP/SNAP-Ed realm?

Group C

self-starter. self motivated. Able to distinguish between the two programs and the products. people development skills. Well organized. Flexibility. Comfortable with a variety of communication styles. Good collaborator. Coaching skill, coaching performance of employees.

Group d

good communicator

nutrition knowledge

organized

multi task

flexible

patient

understanding empathetic

value facts to back up decisions and assessments

understanding and valuing HR policies and procedures

recognition of staff accomplishments and effort

clear understanding of program policies priorities and requirements

positive management style, proactive approach, cheerleader

EFNEP

communicative, flexible, trustworthy, reliable, knowledgable, organized, multi-tasker, positive, passion for this work, good coach, willing to work with the less than ideal situation, tech-savvy,

Group A

organization, communication, mentorship- being able to mentor paraprofessionals, ability to make the program work at the local level but adhere to federal guidance understand, the needs of clients, compassion for the audience, advocates for the paraprofessionals with the university/place of employment, understand the communities there staff work in, 'local experts', open communication, being flexible to feedback so staff will feel comfortable talking to you, especially when at a distance, enthusiasm, being a cheerleader but also hold them to expectations of the job, creativity, ability to be able to look at issues differently, use of technology

Group G

Good professional skills with staff, terminology that relates to the position, people who relate to the educators and the administration, someone who stands up to what the grant requires from staff, person who involves themselves in the staff's day-to-day activity, people skills, person who evaluates the system method

Group E

organizational skills, effective communication, initiative, self-directed, ability to multitask, innovative, decisive, firm, know when termination is best for the program, understanding of the paraprofessional role, ability to train and supervise, effective evaluation/observation, good working relationship with upper management, good relationship with agency representatives, good working relationship with 1890/1862 staff in the same geographic area, able to identify needs and meet people where they are, able to assess paraprofessionals' strengths

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To be an "ideal" EFNEP/SNAP-Ed middle manager, what is required in terms of training, skills, continued professional development, resources, etc.?

Consider the managerial responsibilities of day-to-day supervision including supervision from a distance, communication with field staff, training needs, observations, retention, maintaining motivation, best practices, and use of technology

2.

#### Group C

Human resources, knowing the rules that you are operating under as a supervisor. Having a good relationship with your HR specialist. A real commitment to program fidelity, they have to value the program and policies. Coaching your employees to be better employees instead of just doing the work for them. A basic knowledge of managing a budget. Collaborating at the agency level. Marketing. Core nutrition knowledge. Professional development of the middle managers. Conflict management. training on the process. how to be an effective trainer. having an understanding of the culture of poverty and how it can impact your staff and potentially your paraprofessional. A working knowledge of available technology. how to manage paraprofessionals at a distance using available technology.

#### Group d

training on program policies from federal and state  
communication training  
conflict management and mediation  
leadership training is more aligned with a coordinator role  
in some cases understanding needs and opportunities in the community to help make connections  
human resources training - legal and day to day skills  
organizational skills - 7 habits of highly effective people  
able to recognize team members skills and talents  
networking skills to help keep county and campus communication strong  
grant writing skills  
coaching skills for staff performance and motivation  
teaching skills - observations and feedback

#### EFNEP

Leadership, conflict resolution, virtual resources for communication, professional development in subject-matter areas, grant writing, Webneers knowledge, solid understanding of adult education principals,

#### Group A

Have a broad base of knowledge- in addition to nutrition knowing community development etc, build skills related to job coaching, first learn the basis of the program and what the guidelines of the program are, leadership development, workshop on how to handle difficult people (someone had attended this workshop previously), monthly conference calls with supervisors, quarterly face to face meetings, Human resource training including differences between county and university policies, cultural diversity training, connect with resources at county or university

#### Group G

time (managing), plan of work, communications 101, nutrition training, human resource trainings, higher than basic technology competency

#### Group E

health/nutrition/family and consumer sciences background/education, management skills, resourceful, connected to institutional resources, team building skills

continuing ed/training - USDA webinars, ECOP conferences, IT training, SNEB, AFFCS, FNCE (AND)

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3. How are these needs best addressed so that the manager is successful?

#### Group C

Meet face to face with all supervisors in the state, for staff development, to work on programmatic issues together. Plan for staff development with your employees.

#### Group d

inside your organization but also through state partners

university HR

professional organizational development team at university

coordinator can educate on policies and state priorities

would be nice to do some training in grant writing sometimes available through university

success story training sometimes available through administration

participation on national committees

model and train on use of information technology to keep in communication when supervising from a distance

#### EFNEP

Mentoring, support from administration (human resources, etc.), training in a team environment with others who have similar roles either within a state or with other states, professional development

#### Group A

orientation and training, follow-up and provide support, connect with an experienced supervisor to be a mentor, regular phone calls for supervisor, showing appreciation and thanks, years of service awards to help managers know their importance, nominate for awards, state level staff have an open door policy

#### Group G

provide a needs assessment for middle managers, nutrition and content training, mentoring from other middle managers, have a team approach, geographically reasonable to cover area,

#### Group E

training, resources, education, periodic discussions/networking group, idea sharing sessions, listserv communications

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What would you like to see happen next so that EFNEP/SNAP-Ed middle managers can be successful in their work?

4. For example - a national working group, information sharing (e.g. webinars, online resources, other), in-person meetings, etc.

#### Group C

A national listserv. A working group for middle managers. A regional conference call for middle managers.

#### Group d

webinars specifically for middle managers

sharing systems that work in your state

national working group is attractive as well

would need to know what the goals are of the larger supervision group to determine what would make sense for a middle managers group - could that group try to ascertain the structures in place now? which are most prevalent?

does NIFA have expectations or preferences in terms of supervisory structures? communicate that?

#### EFNEP

National webinar and place for discussion for middle managers, more supervisory training opportunities, book discussions/hr training, national listserv for middle managers to connect with others from different states

#### Group A

what is EFNEP training module that describes things about the program that are similar across states, even a 15 minute video on the history of EFNEP, series of modules that can be accessed when needed on topics related to middle managers, face to face meeting for middle managers to provide professional development and support, maybe every other year of regional training bring middle managers, once a year middle manager bootcamp

### Group G

webinars, human resource trainings, create a team approach, clear defined job duties

### Group E

state Facebook groups, incorporation of participants in social media interactions, good working relationship between EFNEP and SNAP Ed, having readily identified curricula that are evidence based for different age groups