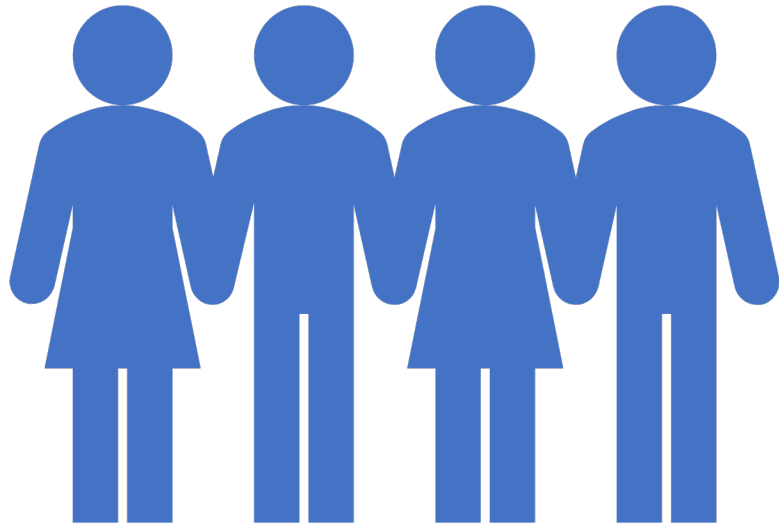




# Teaching New Staff New Tricks

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# Introduction



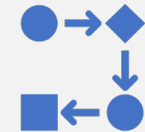
NEW STAFF BRING UNIQUE  
CHALLENGES



ROOKIE STAFF BRING EVEN  
MORE CHALLENGE



SOME LIKE THE CHALLENGE...  
OTHERS TOLERATE THE  
CHALLENGE



I WANT US TO LOOK  
FORWARD TO THE BENEFIT  
THAT THE CHALLENGE BRING.



## Training New Staff from Different Perspectives

- What is on the mind of the...
  - Trainer?
  - New staff?
  - Client?
  - Administrator?

What do  
new staff do  
that needs  
to be  
addressed?

- Save the world
- Poor boundaries
- Think everyone wants help if they show up
- Blames negative outcomes on self
- Forget that paperwork is a part of it too.



What is the  
best way to  
teach the  
skills?

- “Trial and error”
- See reality from a distance
- Embrace the trenches
- Show the shortcuts
- Teach the purpose not just the behavior
- Build a working relationship with client and peers

# HOW DO WE HELP STAFF STAY IN THE FIELD?

- Remember your “Why”!
  - Realistic expectations
  - Reduce self-imposed stress
- Love the work and peers not the money
  - Never stop learning
  - Never stop teaching

## CONCLUSION: TRAINERS

- New staff are just that... NEW! Be patient... someone was patient with you.
- Lead with a relationship not a position
- Show the culture that you want to continue.

## CONCLUSION: NEW STAFF

- You are NEW! Be patient with yourself and those training you.
- Build relationships it will help more than you can imagine.
- Be the culture that you want.