

Review of *The Supervisor's Guidebook: Evidence-Based Strategies for Promoting Work Quality and Enjoyment Among Human Service Staff* (2nd edition) by Dennis Reid, Marsha Parsons, and Carolyn Green

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Abstract

This article summarizes a review of the book *The Supervisor's Guidebook: Evidence-Based Strategies for Promoting Work Quality and Enjoyment Among Human Service Staff* (2nd edition) by Reid, Parsons, and Green. We describe the book's organization and content. In addition, strengths and areas for improvement are noted. The book provides rich, relevant content to guide supervisory practices within a participative, evidence-based approach that could be applied in various human service settings.

KEYWORDS

human services, performance management, supervision

As behavior analysts who regularly consult in human service settings and with scientists who investigate effective performance management practices, the second edition of *The Supervisor's Guidebook*, authored solely by Dennis Reid, Marsha Parsons, and Carolyn Green, has served as a valuable resource and guidepost for our work. It should come as no surprise then to learn that we read the second edition with great interest when it was published. The second edition is organized into 14 chapters contained within four sections: (a) Introduction to Supervision, (b) Critical Supervisory Skills, (c) Resolving Common Performance Problems, and (d) Supervising from a Distance (Telehealth). Each chapter concludes with bulleted points that highlight essential elements from the chapter. A fifth section, Selected Readings, presents over 400 recommended readings, including empirical articles, book chapters, books, and curricular materials on topics that are addressed within the book.

The authors indicate that the book is written primarily for new supervisors in human services settings. However, it is possible that individuals aspiring to become supervisors, veteran supervisors, or researchers with an interest in evidence-based supervision practices, specifically within human service settings, could also derive substantial benefits from its content. This review will describe the book's organization and content and conclude with identifying strengths and areas for improvement. The overarching purpose of this

article is to provide a review that guides potential readers by offering insights into the book's merits and suggesting areas that could benefit from enhancement.

Section I: Introduction to Supervision

Table 1 lists the sections and chapters contained within the book. The first section includes two chapters that outline the importance of supervision and presents an evidence-based supervision protocol. In the book, the authors consistently use the term "evidence-based" to describe established supervision practices that have been tested and shown to effectively enhance staff performance while fostering staff enjoyment. The foundation of their evidence-based supervision approach draws from 5 decades of applied research in human service settings, and the practical suggestions put forth by the authors stem from their collective experiences in supervising staff performance within various human service settings. Chapter 1 defines supervision and describes the importance of supervision in human service settings. The authors propose that supervisors are responsible for three primary duties: (a) addressing and improving the performance of underperforming staff, (b) providing support to foster the maintenance of desired staff performance, and (c) working in ways that staff find acceptable to promote staff work enjoyment. The authors emphasize the importance of

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