



# Video Discussion Guide

## Instruction Sheet

The Pennsylvania Partnership for Criminal Justice Improvement presents a series of training videos with accompanying discussion guides. One of the most effective ways to engage and train others is to break down information into short videos. We recognize the power of audio-visual materials to capture attention, increase motivation and enhance learning experiences. These videos are concise, have a clear purpose and focus, and above all, are interesting and engaging.

Along with the videos are discussion guides to be used to conduct effective, interactive training sessions to engage new and existing employees. These guides are conversational and easy to use to facilitate and prompt staff discussions. The guides help analyze and synthesize the information presented to ensure an exchange of ideas about the skills modeled in the videos and the information presented.

The videos are powerful and effective tools and can also be used in a variety of ways in addition to teaching and learning, including:

- Onboard training of new hires to demonstrate desired competencies
- Continuous professional development to improve and increase skills
- Process demonstrations to foster staff interactions
- Compliance training to address issues
- Cross department and stakeholder training to enrich understanding
- Staff recruitment and job fair activities to generate interest
- Website enhancement to increase visibility and understanding

Over time, we will have a library of visual resources that can be referred to for various purposes and to communicate information.



## Video No. 1 Professional Alliance

We define **professional alliance** as a collaborative relationship between two or more people working toward a common goal. Let's talk about how we create a professional alliance with our clients.

1. What does professional alliance mean to you? Think of a time when you were able to create a positive professional relationship with a client. What did that look like? How do you build rapport? What role does rapport play in probation and parole?

Authentic, engaged, nonjudgmental relationships between probation/parole officers and those under supervision produce better outcomes. When we have professional alliance with someone, it helps build trust and respect.

2. How did the officer in this video demonstrate professional alliance?

When we team up with clients and support them as they work toward their goals, we create a feeling of collaboration.



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3. What does a collaborative, professional alliance relationship feel like to both parties? What does it sound like (i.e., what words or phrases might be used)?

Part of our job is to clearly explain supervision expectations, but we can't stop there. It is important to also ask clients what expectations they have of us. When we are client-centered, encourage a two-way conversation, and listen actively and reflectively, supervision is more likely to be successful even when it requires responses to violations.



4. How do you talk about your role and your expectations of clients while still maintaining professional alliance? How do you make this interaction collaborative and conversational?

As we address challenging topics with our clients, we have a need to maintain safety, for both the community and ourselves. Effective communication grounded in respect and understanding can lead to safer interactions.



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5. Think of a time when a situation or conversation could have escalated. What did you do to keep the situation safe?

Our clients' motivation to change and our motivation to support clients' efforts are key to improving outcomes. Motivation can come from external factors, like a reward, or it can come from internal factors, like the knowledge that one has worked hard toward a goal. As probation officers we uphold court orders, while still making our client's expectations and responsibilities clear. We also hold people accountable. These goals cannot be met without understanding how our own actions and behaviors influence client cooperation.



6. What motivates you? How do we find what motivates those we are supervising?

If we listen actively, reflect and acknowledge our clients' experiences, and are empowering, we can help create a trusting professional relationship and support our clients as they move toward exploring change.



## Video No. 1 Professional Alliance

**As you meet with clients, what techniques will you use to create professional alliance?**

