



Inmate Supervision & Site Management



Firm, but Fair & Consistent

What is Good Supervision?

Supervision is the ability to get others to do what you want done, when you want it done, how you want it done, and in a timely manner.

Inmate Management Techniques

- **Job Knowledge**
- **Self-Confidence**
- **Consistent Treatment**
- **Ability to Communicate**

Inmate Management Techniques

- **Recognize Individual Differences**
- **Correct and Praise**
- **Patience**

Job Knowledge

- **What is the inmate's job?**
- **How long does it take to complete?**

Job Knowledge

- **What materials does he need?**
- **Is he wasting his time?**

Self-Confidence

- **How well do you know the inmate's job?**
- **What do you want done?**
- **Who do you want to do it?**
- **When do you want it done?**

Self-Confidence

- **Where is it to be done?**
- **What is the standard?**
- **Are your directions clear, concise, & direct?**

Consistent Treatment?

- **Are you firm, fair, and consistent?**
- **Do your standards vary day by day?**

Ability to Communicate

- **Are your directions clear and simple?**
- **Do you tailor them depending on who you speak to?**
- **Do you criticize?**

Ability to Communicate

- **Are you ensuring the task is understood by asking for feedback?**
- **Do you clarify when it's not?**
- **Do you provide corrective instruction when it's needed?**

Recognize Individual Differences

- **You simply cannot run an effective crew by treating all inmates alike.**
- **Assign tasks in accordance with their abilities.**
- **Provide direction and help them solve problems with their tasks.**

Correct and Praise

- **Do you exercise interpersonal communications techniques?**
- **Do you recognize that corrective action requires sensitivity to the individual?**

Correct and Praise

- **Praise is a motivator when it's earned.**
- **Corrective action is necessary when the task is done improperly.**

Patience

- **Do you find out why assignments are not completed?**
- **Do you instruct and counsel when following up?**
- **Do you respond or react?**

Evaluating Inmates

- **Know the inmate**
- **Recognize differences**
- **Recognize change**
- **Be objective**

Know the Inmate

- **Brief & Superficial contact vs.....**
- **Listen to**
- **Observe**
- **Talk with**

These will help you understand his behavior, mindset, and personality

Recognize Differences

- **Each inmate is unique**
- **Each is an individual**

Your approach is the key to successfully supervising them

Recognize Change

- **Everyone changes**
- **Some better**
- **Some worse**

Provide direction and supervision corresponding to the change

Be Objective

- **Objective evaluations are well received**
- **Personality has little to do with it**
- **Focus on behavior, not the person**
- **Feelings and emotions need to be left out**

Constructive Supervision

- **Be firm and fair**
- **Assign jobs according to ability**
- **Observe performance**
- **Correct immediately**

Constructive Supervision cont.

- **Counsel**
- **Suggest – don't order**
- **Stay “professional”**

Constructive Supervision cont.

- **Avoid favoritism**
- **Commend good work**
- **Look after your crew and protect their interests**

Interpersonal Relations

- **Be friendly but avoid familiarity**
- **Don't discuss other inmates or staff**
- **Give advice carefully**
- **Keep your promises**
- **Follow through on inmate requests**

Discipline

- **Positive**
- **Know rules and policies**
- **Know what action you can take**
- **Know the difference between:**
 - **Teaching**
 - **Punishing**
 - **Counseling**

Discipline

- **Teaches self-control**
- **Sets proper standards of behavior**
- **Allow the inmate to explain his side**
- **Avoid embarrassing the inmate**

Their behavior is their responsibility – don't condone bad behavior

Grading Working Inmates

- **Quality**
- **Quantity**
- **Attitude**
- **Suitability**
- **Habits**

Quality

- **Measuring**
 - **Workmanship**
 - **Accuracy**
 - **Freedom of errors**

Quantity

- **Measuring**
 - **Working time**
 - **Speed**
 - **Output**

Attitude

- **Teamwork**
- **Willingness to carry out orders**
- **Conduct**
- **Enthusiasm**

Suitability

- **Ability to adapt**
- **Demonstrate versatility**

Habits

- **Work habits**
- **Ethics**
- **Standards**
- **Hygiene**
- **Punctuality**
- **Compatibility with others**

Questions?

Remember

Treat them all the same

and be

Firm, but Fair, and Consistent