



Care Staff Management: A Practitioner's Guide

John Clements, Ewa Zarkowska

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Designed as a source of practical ideas as well as an aid for hard-pressed managers in human services that seek to support and help people with long-term disabilities. Features the STAR model which is used to organize and analyze numerous influences on performance and satisfaction at work. Explains the importance of clear goals to motivate staff along with diverse types and levels of goals. Discusses the learning process, handling conflict within a team, factors which determine effectiveness of training inputs, the role of material rewards in strengthening appropriate work behavior, the signs of stress and burn out and much more.



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