

## What is the role of the Supervisor/Manager in the G.O.A.L. program?

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The Supervisor/Manager is responsible for ensuring their staff has everything they need to be successful in their role - G.O.A.L. helps that happen by providing a structure for consistency. The role of the Supervisor/Manager in G.O.A.L. is to take the initiative to connect with the staff at each step of the process, to listen to the staff, to provide relevant information and effective feedback, and to document the discussions to guide follow up action and for future reference.

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