



Responsive Leadership in Social Services: A Practical Approach for Optimizing Engagement and Performance

Stephen de Groot

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Written for new and experienced social services managers and supervisors alike, **Responsive Leadership in Social Services** by Stephen de Groot provides the practical tools, strategies, and insights to inspire, motivate, and engage employees and staff. Along with over 100 strategies and two simple tools—the Key Performance Motivators Scale (KPMS) and the Preferred Leadership Profile (PLP)—a wealth of practice wisdom, scholarship, and evidence-based research is presented to demonstrate the role of effective leadership and how it achieves positive client outcomes.

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