Wisconsin Public Psychiatry Network Teleconference (WPPNT)

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WPPNT Reminders

How to join the Zoom webinar

- **Online:** https://dhswi.zoomgov.com/j/1606358142
- **Phone:** 669-254-5252
- Enter the Webinar ID: 160 635 8142#.
  - Press # again to join. (There is no participant ID)

Reminders for participants

- Join online or by phone by 11 a.m. Central and wait for the host to start the webinar. Your camera and audio/microphone are disabled.
- The evaluation survey opens at 11:59 a.m. the day of the presentation. A link to the evaluation survey is posted when the materials are posted.
- Ask questions to the presenter(s) in the Zoom Q&A window. Each presenter will decide when to address questions. People who join by phone cannot ask questions.
- Use Zoom chat to communicate with the WPPNT coordinator or to share information related to the presentation.

- Participate live to earn continuing education hours (CEHs). Complete the evaluation survey within two weeks of the live presentation and confirmation of your CEH will be returned by email.
- A link to the video recording of the presentation is posted within four business days of the presentation.
- Presentation materials, evaluations, and video recordings are on the WPPNT webpage: https://www.dhs.wisconsin.gov/wppnt/2025.htm

Reflective Supervision: An Overview

"We are stewards not just of those who allow us into their lives but of our own capacity to be helpful..."

- Jon R. Conte, Ph.D. Seattle, Washington

Brief Overview

- Reflective Supervision is an empowering, trauma-informed and reverent professional development approach that managers and other supervisory roles embrace to efficiently support the growth of their team.

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Learning Obectives

1. Explain the foundations of Reflective Supervision

2. Define Reflective Supervision

3. Describe Reflective Supervision as a part of a Trauma Informed Care and Motivational Interviewing Implementation

4. Demonstrate Reflective Supervision Session

The Plan

- How does MI fit in to Supervision?
- Play around with it.

Reasons for
Reflective Supervision

- Parallel Process: provider, leader, served person(s)

- Increases Retention

- Trauma Informed

- Promotes empathy

- Builds on capacity, resources, and resilience of provider

- Models Holding Space
  - ("Do unto others as you would have them do unto others.")

- Supports an MI implementation

More Reasons ...

- **The workforce pool is shrinking.** A Milwaukee Biz Times article from February 2017 reported: "Businesses in almost every industry across Wisconsin are facing the possibility of losing large numbers of employees to retirement in the coming years and in many cases, the departures have already started. More than 23 percent of the state's workforce is older than 55, a figure that's more than doubled in the past 20 years and reaches as high as 30 percent in some sectors."

- **The United States will soon have no clear racial or ethnic majority. By 2044, the majority of the U.S. population will be People of Color,** according to analysis of Bureau of the Census projections. Several states' populations are already majority People of Color, and many are well on their way.

- **The Great Resignation:** A record four million workers called it quits in April alone, according to the Labor Department. "Regardless of whether workers are in the office or working remotely, companies who are able to shift their culture to **give employees permission to be fully themselves** and have a life outside of work will be the ones best able to retain their talent." - Forbes, July 28, 2021

Qualities of
Reflective Supervision

- Set a schedule and try to be consistent
- Slow Down: Slow is fast, fast is smooth, smooth is good
- Suspend certainty/judgment; Doubt Objectivity
- Fix "with" instead of "for"
- Collaborative
- Focused on **personal** as well as **professional** development

Impacts of Reflective Supervision

- Rapport

- Problem solving, critical thinking *aligned with* organizational values, vision, goals, regulations, ethics, professional boundaries, service approach

- Grounding/Self-Regulation: Reduces burnout, vicarious traumatization, and compassion fatigue

- Applied knowledge
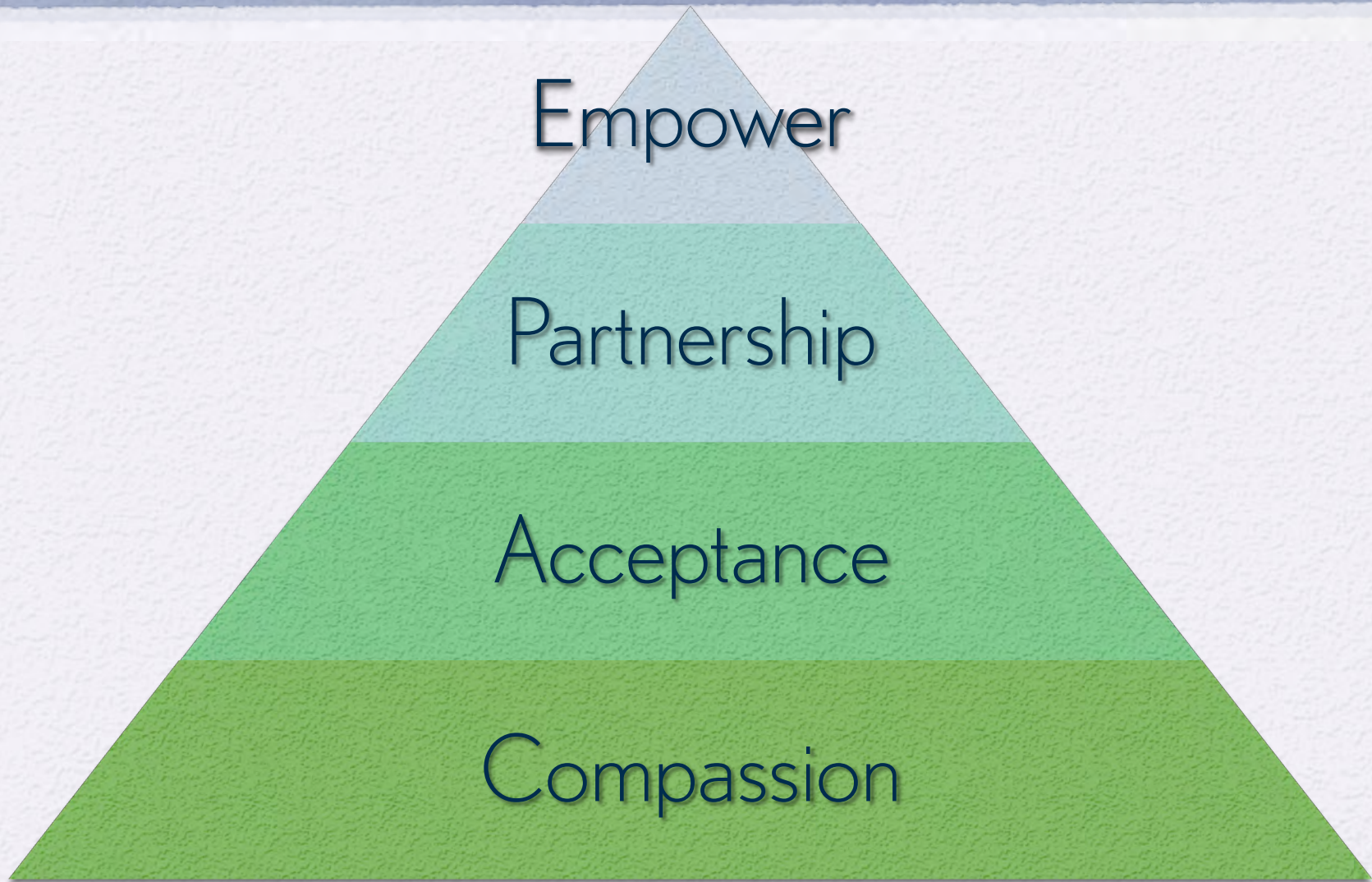
- Service Efficacy + Consistency
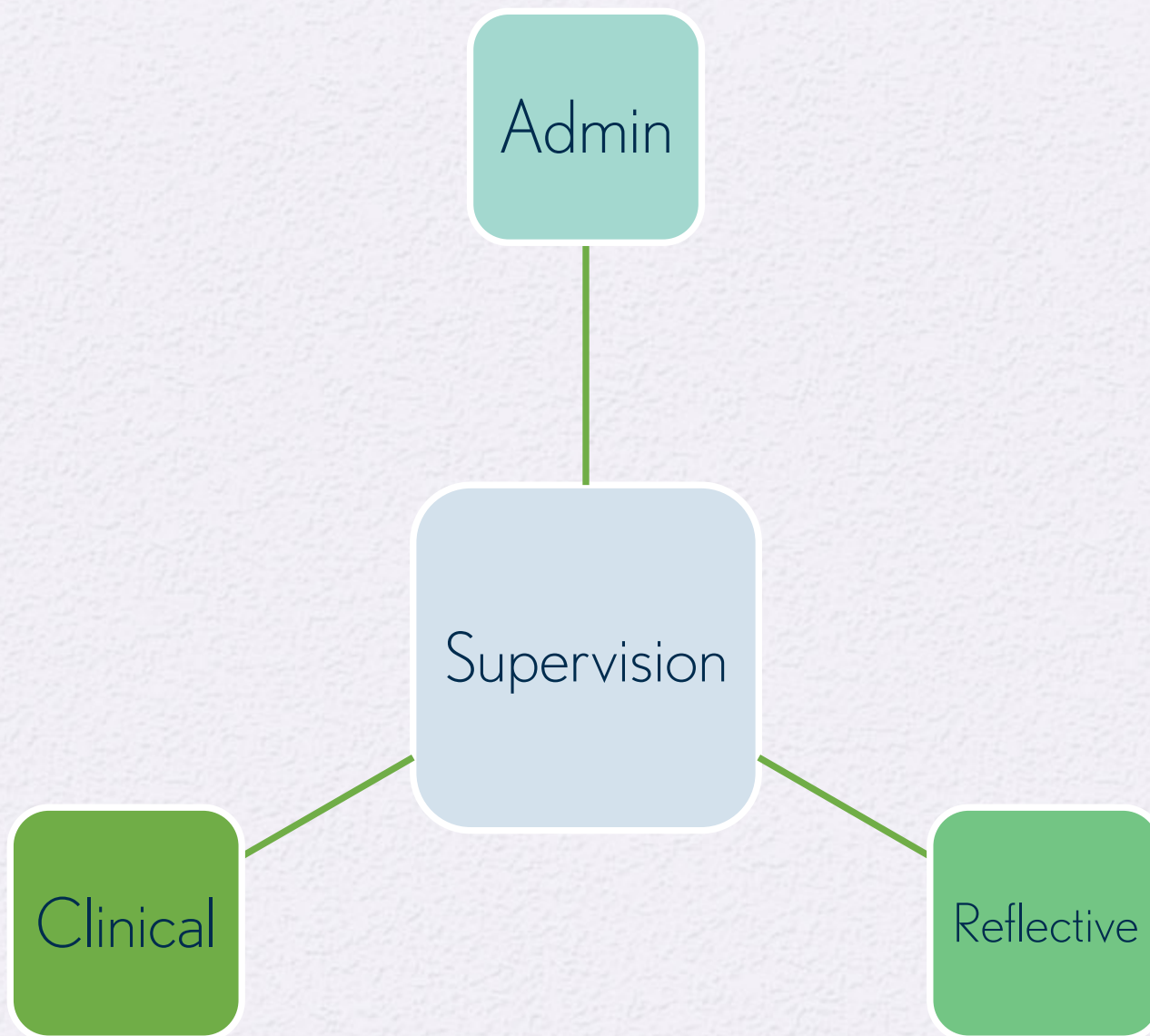
Supervisor Pre-requisites

- Honesty and openness.

- A commitment to self-inquiry

- A readiness to change practice

- Self-awareness: own beliefs, values, & identity

- A willingness to commit time to the process and to **listen** to the team member

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Spirit of MI in Our Behavior

Empower

Partnership

Acceptance

Compassion
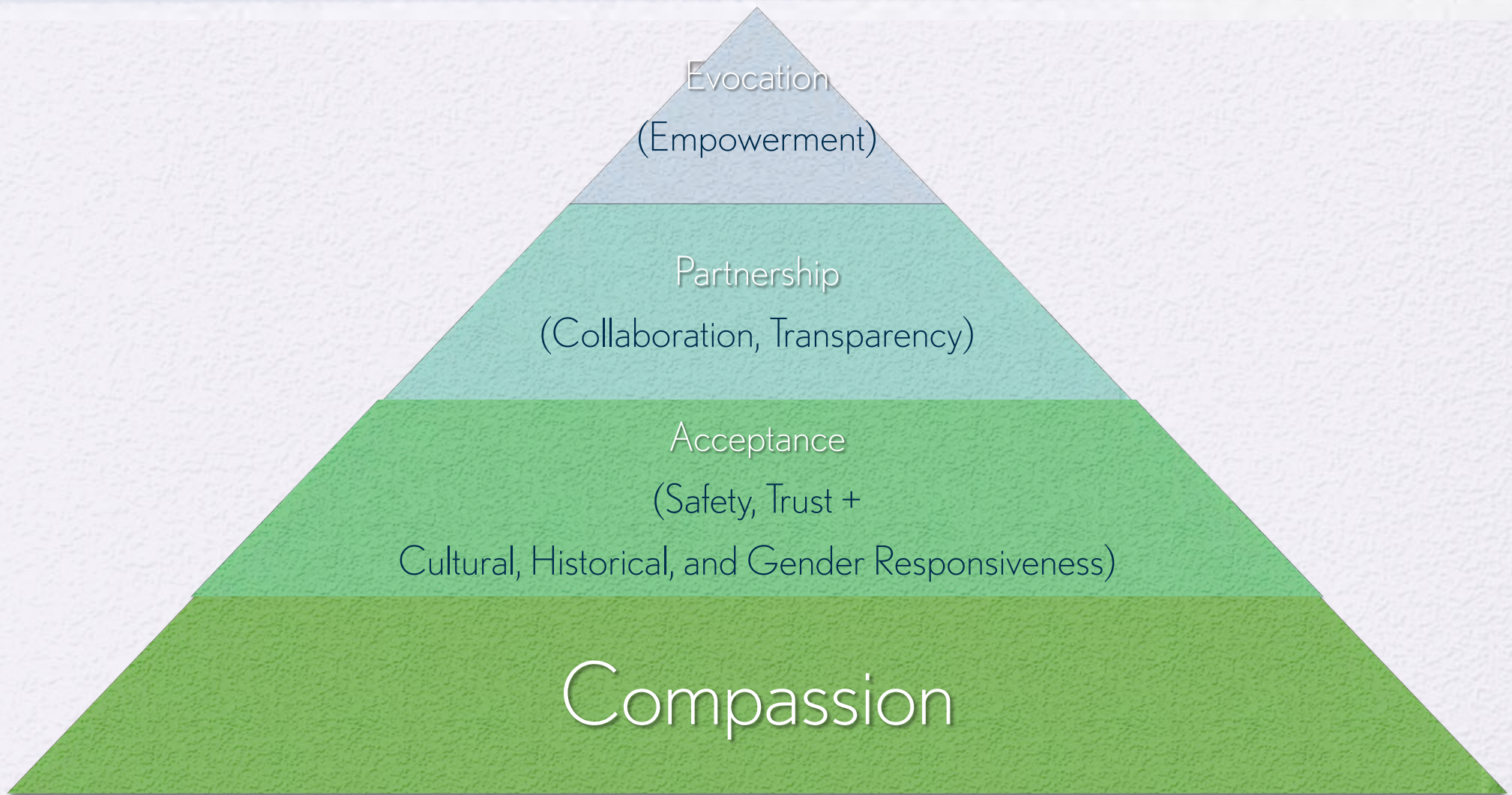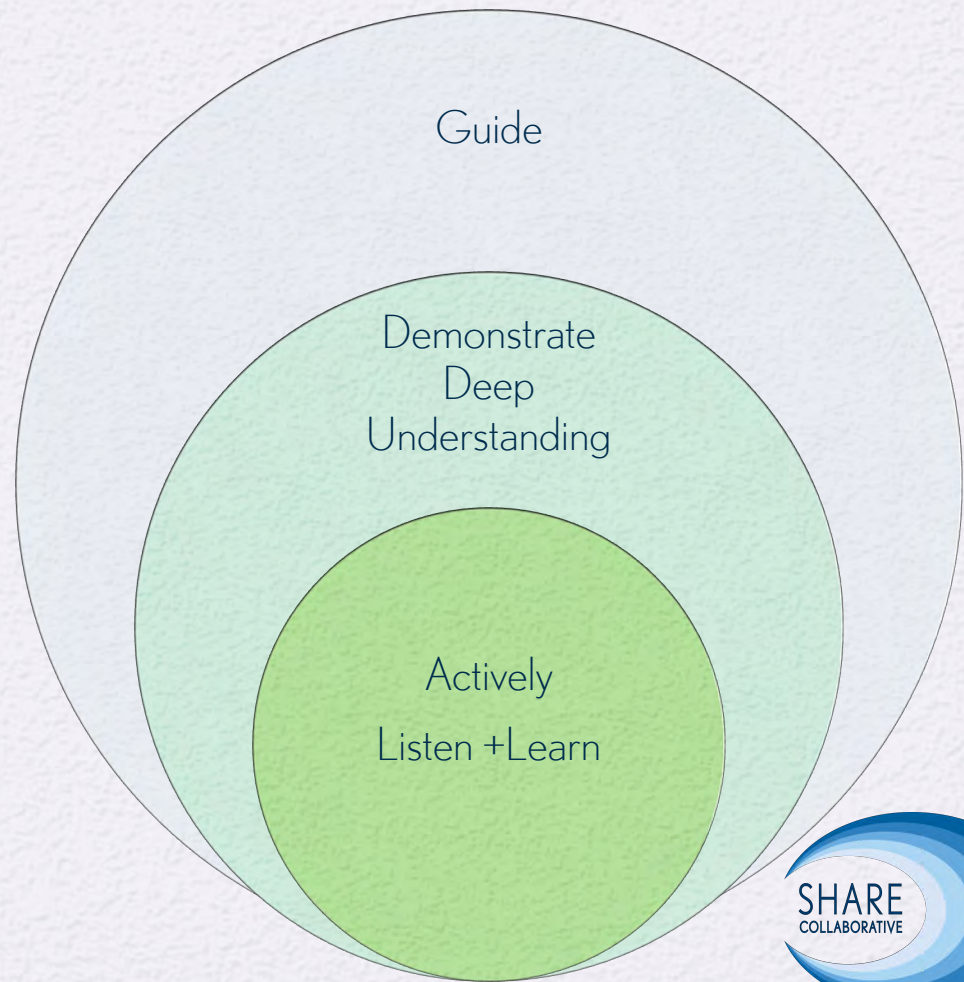
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TIC Values

- Safety

- Trust

- Collaboration

- Transparency

- Empowerment

- Cultural, Historical, and Gender Responsiveness

Values of TIC + Spirit of MI

Evocation

(Empowerment)

Partnership

(Collaboration, Transparency)

Acceptance

(Safety, Trust +

Cultural, Historical, and Gender Responsiveness)

Compassion

MI is a way of Holding Space

Guide

Demonstrate
Deep
Understanding

Actively

Listen + Learn

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Holding Space for Each Other

You + Your
Team

You

Direct Service
Guides

Served Persons

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D'OARS to Hold Space

Deep Listening

Open Ended Questions

Affirmations

Reflections

Summaries

Why <u>Expressing</u> Empathy is so Important

Expressing Empathy Defined

- Demonstrating a deep understanding of this person's experience and/or perspective, and on.

Expressing Empathy is Important

- **Being** empathetic is important and yet is **not** demonstrating or **expressing** it

- Expressing empathy
  - Creates **safety**
  - Ensures we're tuned in accurately
    - (complex reflections can be wrong, which is ok)
  - Validates vs. judges or assesses

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Intention of Questions

- Learning

- Partnering

- Focusing

- Evoke (Change Talk)

- Planning

- Sustain (Evoke Sustain Talk)

- Fixing

- Fact Find

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Sharing Information in Partnership

- Discover: What the person already knows!

- Affirm + Ask: permission to add in your two cents, *"All right if I make a suggestion ...?"* (your version)

- Tell: information in a neutral manner and manageable chunks.

- Ask: the person's response to, understanding of the information. "What do you think?" "How does that fit for you?" (your version)

- (also known as: Ask-Offer-Ask and Elicit-Provide-Elicit)

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What You Are Doing!

- Being genuine + clear

- Empathize

- Normalize

- Affirm (efforts, strengths, insights, etc.)

- Partner (using D-A-T-A) to share ideas

- Source their ideas first

- Help Plan as needed

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Team Conversation Prompts

1. **One Word Check-In**
   - One word that describes you right now
   - Allow for elaboration and invite it if indicated
   - Ground as indicated

2. **Describe what happened** (Focus on Facts)

3. **What were you thinking + feeling?**

4. **Discover:**
   - What was good and not so good about the experience?
   - What do you make of the situation?

5. **Learn + Plan:**
   - What do you need from me?
   - What would you like to do differently?
   - How will you do it differently?

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Individual Prep

Demo

OnBoarding

Grounding

What are some grounding techniques you know?

Grumpy Demo

Unresolved Pain & Triggers

- Disrespected
- Rejected
- Vulnerable
- Weak
- Ashamed
- Inadequate
- Ignored
- Judged
- Unsafe
- Isolated
- Un-loved

- Insecure
- Dependent
- Used
- Unworthy
- Stupid
- Neglected
- Excluded
- Misunderstood
- Controlled
- Burdensome
- Unwanted

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Empathy Circle

Group Supervision

Psychological Safety

- The shared belief that it's OK to take risks, express ideas and concerns, speak up, or admit mistakes without fear of negative consequences.

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Reflective Supervision Group Structure

1. Discover
   a. what the person wants help with
   b. what they've already tried
      - (summarize back until they've shared ALL that they've tried)
   c. if they'd like some ideas from the group

1. (If yes) tell/remind the group, they will be called on one at a time for ideas and when the person bringing in the question/issue is full, then idea giving will be done no matter how many are left to share.
   a. Solicit one (1) idea at a time.
   b. See what the person thinks of it.
   c. Ask if they want more ideas (continue until you're at time or the person is satisfied).

Equipoise
Responding to Personal Situations

Equipoise: Consider

- Deciding to adopt a child

- Donate a Kidney

- Leaving a relationship

- Leaving a relationship that's abusive

- Treatment options for depression

- Going to treatment because of suicidality

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Feedback Informed Care

0 - 5

- "Give me your most critical feedback. I won't hold it against you☺."

- "On a scale of 0 - 5, how did I do?"

- Explore the answer. "Why not lower?" "What would I need to do to make it higher?"

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