



## Individual Prep for Group Supervision

1. What is a specific case/situation/professional relationship/other that you would like support with?
2. What have you tried (try and be as exhaustive as possible)?
3. What support would be helpful for us to share? ("I would like support with ...")
4. What else would you like the group to know?

## Team Conversation Prompts: Purpose

The table below provides some guidance on why you are following the structure for the team conversation prompts. Following the table are some additional supportive concepts to support you to hold space for your team.

Team Conversation Prompt	Why You're Doing It
One-word check-in	The goal here is to normalize and attend to any degree of imbalance. Having conversations with ungrounded people is typically unhelpful. Release and/or acknowledgement of discombobulating factors that are playing on your team member is helpful. It serves to give you a sense of the person's current state and assess if you need to offer a moment to a few minutes of grounding.
Describe what happened.	This supports you getting a lay of the land and ground you in the basic facts of the situation. This is an important moment of orienting for you as you support your team member to navigate the situation. It helps you to put the situation in context as it may relate to policies, procedures, and organizational values.
What were you thinking + feeling?	Allowing the team member to voice thoughts and feelings can help them extinguish any pent-up thoughts and feelings that are limiting them from having an objective, empathetic and/or compassionate perspective on the situation. Doing this also normalizes and recognizes the fact that humans have thoughts and feelings about situations! It can surface triggers the team member may not be aware which may need to be addressed.
Discover	This helps you avoid fixing the situation for the person which leads to enablement (dependency on you) and leans toward empowerment. It provides an opportunity for the team member to share their insights of the situation and reduces the amount of unhelpful support that typically can come from throwing out plans and ideas to help without first learning how the person views the situation.
Learn + Plan: What do you need from me?	More than not, the response to this is: "I guess nothing. I just needed to talk it through." It further reduces the opportunity for a team lead to fall into unnecessary "fixing" and enablement. Of course, if you feel there is something the person is missing you can offer it. In our experience, this is rare. Lean on their insights and ideas and only offer your two cents if they are truly stuck and time is of the essence. Sometimes the best plan I is to "sit with it" until the next Reflective Supervision meeting. Doing this provides an opportunity for the team member to clarify for you the realm of concepts, ideas, and/or education that may be helpful to hear from you.
Learn + Plan: What would you like to do differently?	If a team member is choosing to staff a particular situation or case, there is typically an implicit need for something to be different. Sharing this prompt, helps surface the wisdom and insights of the team member to formulate the initial concepts of a plan.
Learn + Plan: How will you do it differently?	Here you are supporting the team member to develop a SMART Plan: Specific, Measurable, Achievable, Relevant, and Time Bound. The purpose is to partner with the team member to ensure it meets these criteria.



## Reflective Supervision, Holding Space, + Listening

While you're holding space for the person the primary job is to listen. What are you listening for?

**Opportunities for Affirmation:** You're listening for opportunities to affirm strengths and /or efforts no matter how small. This builds confidence and acknowledges that you see the team member as person who has strengths and has put forth effort. This is important and powerful as you probably know from your own experience of being supervised.

**Empathy:** You're listening to deepen your sense of empathy for the team member and their journey through the situation or the case they are staffing with you. This helps you ground yourself more deeply in their perspective and experience. The more empathetic you are the more the team member will feel heard and be responsive to any ideas and thoughts you have on the situation. Your ability to be empathetic will directly correlate to their investment in your shared vision of the situation or case.

**Policies + Procedures:** You're listening for alignments or lack of alignments with policies, procedures, ethics, boundaries, and the like. When you hear alignments affirm them. This will support the team member to continue to align. When you hear a lack of alignment, address them with specific and clear direction with an even and empathetic tone.

**Ideas:** Ideas will pop into your head as you're listening. Go ahead and table those and share them if/when needed. The goal is to empower and align vs. enable. The more you empower the less dependent the person is going to be on you for guidance while in the field. You hired this person for a reason. Reflective Supervision conversations are a great time to surface that reason from within your team member.

**Judgment:** Zero out any judgment by looking for judgment creeping in. Judgment is when we put our context on someone else. Discernment is preferred. Discernment is *objectively* noting that a lack of alignment is present. When we discern vs. judge we can more evenly educate and, as needed, direct the person to align. Judgment puts people on the defensive and surfaces shame. Guilt or regret may surface. That's ok. Guilt or regret is a kind of motivator. As Brene Brown puts it: "Guilt is – I did something bad. Shame is – I am bad." As we put it, guilt is helpful, shame is not.



## Reflective Supervision Group Conversation Structure

1. Prepare the Group
  - a. Make the Safe List: “What do you need from your team members to feel safe participating in Group Supervision?” (this is usually a one-off but can be returned to as you and/or your team desire).
  - b. Review the structure with the entire group:
    - i. I will invite the person to share what they want help with and what they’ve already tried. Your contribution is to tune in during our conversation and make note of what is shared by the person.
    - ii. I will then solicit ideas from you all. Please raise your hand and I will call on you.
    - iii. I will then:
      1. The person may ask questions, spend time consider, etc.
      2. I will then ask if they want more ideas. And we will go on from there.
      3. PLEASE NOTE: when they are “full” or satisfied, the round ends even if you have not shared your idea yet.
2. Discover
  - a. what the person wants help with
  - b. what they’ve already tried
    - i. (summarize back until they’ve shared ALL that they’ve tried)
  - c. if they’d like some ideas from the group
3. (If yes) then 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).



## Inviting Individual Feedback: A Sample Script

### 1. Opening + Partner

- “Before you go, would you be up for giving me some feedback on these sessions?”

### 2. Context + Assurance:

- “Great! I’m going to invite you to rate how helpful this session was on a scale of 0 -5. It will be more helpful to me and you, if you give your most critical feedback. I want you to know I’m not going to take your feedback personally and it’s not going to impact my view of you, our work together, etc. We good?”

### 3. Invite Rating:

- “Cool. So, on a scale of 0 to 5 with 0 being very **unhelpful** to 5 the most **helpful** session ever, what number would you give me?”

### 4. Express Gratitude + Invite what went well:

- “Thank you! If you would, please share what it isn’t a **lower** number. What was helpful about what I did, how I was?”

### 5. More Gratitude + Complex Reflection:

- “Thank you! Ok, so if I continue to do ABC that would be helpful.”

### 6. Invite what specifically to improve:

- “Now, what would you need to see and/or experience from me to move it up a point?”

### 7. More Gratitude + Complex Reflection:

- “Thank you! Got it. So, if I started doing XYZ that would increase the helpfulness of our time together.”

### 8. Summary Commitment:

- “Ok so in future sessions, I’ll continue to do ABC and I’ll work on doing XYZ.”

## Simple Grounding Techniques

Some of the people you serve may come to you triggered or may get triggered during a conversation. When this happens, what we know is it time to back-up, ground, and re-engage. These simple techniques are shared with you in the event you may find them helpful in those or other situations (or even for yourself😊)!

1. Stomp your feet to remind yourself where you are. Press your feet firmly into the ground.
2. Try to notice where you are, surroundings, including people or sounds around you, like the TV or radio.
3. Concentrate on your breathing. Take a deep, cleansing breath from your belly.  
Count the breaths as you exhale. Make sure you breathe slowly so you don't hyperventilate.
4. Cross your legs and arms. Feel the sensations of you controlling your body.
5. Think of a friend and ask them to talk to you about something you have recently done together.
6. Drink water or wash your face and feel the water touching your body.
7. Keep a rubber band on your wrist and pluck it. Feel the slight sting as it touches your skin.
8. Find your pulse on your wrist and count the beats per minute. Concentrate on feeling the blood pulse throughout your body.
9. Go outside and sit against a tree. Feel the bark pressing against your body. Smell the outside aromas like the grass and the leaves. Run your fingers through the grass.
10. If you are sitting, stand. If you are standing, sit. Pay attention to the change. Reminding yourself, you are in control.
11. Rub your palms, clap your hands. Listen to the sounds. Feel the sensation.
12. Speak out loud any ruminating thoughts you might be having.
13. Hold something comforting. Could be a stuffed animal, pillow, or blanket. Notice how it feels in your hands.
14. Eat something. How does it taste? Sweet or sour? Is it warm or cold?
15. If you have a pet, recall petting them and the feel of their fur beneath your hand. Say the pet's name out loud.
16. Go to a mirror and smile. Watch your reflection as your expression changes. How does it make you feel?
17. Visualize a bright red STOP sign, to help you stop the flashback and/or memory.
18. Step outside. If it is warm, feel the sun shining down on your face. If it is cold, feel the breeze.
19. Recall a list of things that are in your house and what room they are in.
20. Make a list of positive affirmations. Read the list out loud.
21. Take a walk outside and notice what is there. Pay attention to houses and count them.
22. Listen to familiar music and sing along to it. Dance to it.
23. Write in your journal or any piece of paper.
24. Imagine yourself in a safe place. Feel the safety and know it.
25. Meditate or take a mindful pause of any length, if you are comfortable doing it.
26. Give it to the trouble tree.
27. Be like the sky and let the storm pass through you.



## 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?