

Education Manager Series

Reflective Supervision in Action!

Participant's Guide

This guide summarizes the key components for Reflective Supervision. It also has reflection questions and activities to stimulate your thinking about how you can implement this practice.

1. Defining Reflective Supervision

Write down some ideas that you have or key take-aways:

<p> Defining Reflective Supervision:</p>  <p>A relationship that aims to create a climate where both the client's and the helper's needs are considered so that effectiveness of the helper's intervention is optimized.</p>	
<p> Defining Reflective Supervision:</p>  <p>It is a partnership which nurtures awareness through a process of remembering, reviewing, and thinking out loud together.</p>	
<p> Defining Reflective Supervision:</p> <p>The supervisee feels <i>partnered</i> and thus is <i>not overwhelmed</i> by fear or uncertainty, and can <i>feel safe</i> to express uncomfortable feelings, thoughts and reactions.</p> 	

2. Video Reflections

In the video clip look for and jot down some examples or reflections of the following key components you see or hear during the session:

<div data-bbox="116 485 181 541" data-label="Image"> </div> <div data-bbox="196 493 889 541" data-label="Section-Header"> <h3>Active Listening: STOP</h3> </div> <div data-bbox="126 596 532 779" data-label="List-Group"> <ul style="list-style-type: none"> • Stop what you are doing • Pay attention to the speaker <ul style="list-style-type: none"> • This tells the speaker you are focused on them • And that they are important </div> <div data-bbox="602 558 751 873" data-label="Image"> </div> <div data-bbox="110 900 175 919" data-label="Page-Footer"> <p>NCECDTL</p> </div>	
<div data-bbox="116 972 181 1029" data-label="Image"> </div> <div data-bbox="196 978 889 1026" data-label="Section-Header"> <h3>Active Listening: LOOK</h3> </div> <div data-bbox="175 1041 402 1360" data-label="Image"> </div> <div data-bbox="511 1041 836 1339" data-label="List-Group"> <ul style="list-style-type: none"> • Make eye contact • Face the speaker directly • Maintain supportive/attentive • Body language • Facial expression • Watch for non-verbal cues from the speaker (or other group members) • Tells about their thoughts and feelings </div> <div data-bbox="110 1386 175 1404" data-label="Page-Footer"> <p>NCECDTL</p> </div>	



Active Listening: LISTEN

- Listen to WHAT is being said
- Attend to:
 - Words
 - Tone
 - Body language
- May be communicating several messages (some unspoken)



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Active Listening: RESPOND



- Respond in way that shows
 - You have been listening
 - You understand
- Demonstrate you are listening
 - Mmm-hmm, nods, smiles
- Reflect back what has been shared
 - To confirm your attentiveness
 - To reinforce your understanding of the situation

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Reflective Responding: Paraphrase

Paraphrase

- *I hear what you are saying. It can be emotionally draining to work with children who have been abused.*
- *So she applied the techniques you two discussed. And it worked! Seems like she is finally trusting you.*



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Reflective Responding: Reflective Questions



Reflective questions → solutions

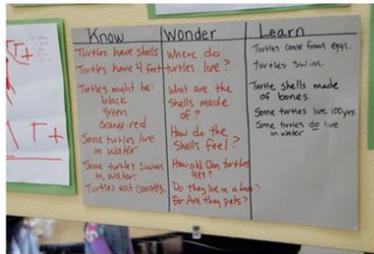
- *Wow, I can see how that really makes your job difficult. What do you think can be done so you can manage your feelings to enable you to provide the best care possible to the children in your room?*

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Reflective Responding: Open-ended Questions

- Avoid yes/no questions
- Promote staff pondering their own thoughts, emotions and behaviors
- Inquire about the event:
 - And then what happened?
 - What did the child do next?
- Inquire about internal response:
 - How did you feel?
 - How do you think the teacher felt?



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Reflective Responding: Other's Perspective



Other's Perspective

Inquire about other's perspective or internal state

- Hmm, that doesn't sound like Carla – I wonder why she said that?
- Why do you think she was so angry?

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Reflective Responding: Hypothesizing



Hypothesizing

Where you wonder aloud

Do not present as an absolute but as a possibility or suggestion (collaboration)

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Reflective Responding: Reframing and Restating



- Repeating back what you heard
- If they aren't seeing another's perspective present it as a possibility

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Reflective Responding: Scaffolding

- Support the acquisition of new knowledge
- This empowers staff to analyze their own performance
- Awareness of strengths and weaknesses allows one to make mid-course corrections that are:
UNFORCED
NATURAL AND
GENERATED FROM WITHIN



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Resources

Mindful moment strategy to help you when you are feeling stress, the more you practice, the more it will become automatic over time.



B.E.T.H.



- B: Belly breath.
Take a slow, deep abdominal breath.
- E: Emotions.
Take a look at your emotions by asking: **What am I feeling right now?**
- T: Thoughts.
Take a look at your thoughts by asking: **What negative thoughts am I having right now?**
- H: Helpful response.
How can I rephrase my negative thoughts?: **What is a more HELPFUL RESPONSE?**

Resources

<p>Online Resources</p>	<ul style="list-style-type: none"> • Reflective Consultation with Groups via Virtual Technology: What is Best Practice? https://www.zerotothree.org/resources/3137-reflective-consultation-with-groups-via-virtual-technology-what-is-best-practice • A Guide to Managing Your (Newly) Remote Works (Harvard Business Review) https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers • A Manager’s Guide to Manage Remote Teams https://www.proofhub.com/articles/managing-remote-teams • 6 Tips for Virtual Supervisors: Advice to Supervisors https://www.linkedin.com/pulse/6-tips-virtual-supervision-advice-supervisors-new-bryana-carroll • How to Manage Remote Direct Reports https://hbr.org/2015/02/how-to-manage-remote-direct-reports • Virtual Supervision: Opens a Window for Possibilities https://www.uww.edu/Documents/colleges/coeps/offices%20services/it/Virtual%20Supervision%20through%20TelePresence%20-%20the%20White%20Paper%20.pdf • Effective Use of Technology in Clinical Supervision https://www.sciencedirect.com/science/article/pii/S2214782917300131?via%3Dihub • Best Practice Guidelines for Reflective Supervision/Consultation https://mi-aimh.org/wp-content/uploads/2019/01/Best-Practice-Guidelines-for-Reflective-Supervision-and-Consultation.pdf
<p>ECLKC</p>	<ul style="list-style-type: none"> • Tips on Becoming a Reflective Supervisor and a Reflective Supervisee https://eclkc.ohs.acf.hhs.gov/human-resources/article/tips-becoming-reflective-supervisor-reflective-supervisee • Self-Reflection and Shared Reflection as Professional Tools https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/self-reflection-shared.pdf • Supportive Supervision: Promoting Staff and Family Growth Through Positive Relationships https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/supportive-supervision-promoting-staff-positive-relationships.pdf • Reflective Supervision: Putting It into Practice https://eclkc.ohs.acf.hhs.gov/video/reflective-supervision-putting-it-practice • A Collection of Tips on Becoming A: Reflective Supervisor https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/rs-supervisor-info-sheet.pdf

Zero to Three	<ul style="list-style-type: none">• What Makes Supervision Work: Recommendations from The Home Visiting Field https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/what-makes-supervision-work.pdf• Reflective Consultation with Groups via Virtual Technology: What is Best Is Best Practice? https://www.zerotothree.org/resources/3137-reflective-consultation-with-groups-via-virtual-technology-what-is-best-practice
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