

Executive Summary

Title: Supervisors as Case Consultants – Teaching the Art of the Work

Description:

Supervision is often an overlooked aspect of profession development and training. Supervisors often emerge through the ranks in an organizational structure. They are often trained to address human resource issues, accountability related to job performance, and how to manage employees who are having difficulties managing job expectations. This workshop will address supervision as an educational-teaching process that develops the skills of the worker to better meet the needs of their clients, and the client change to meet the goals that they have established for themselves. A framework for supervision that is clinical in nature will be presented. Supervision strategies that focus on ten-minute consultations with their workers will be discussed. Recognizing teachable moments, and identifying and working with the parallel process associated with the work will be articulated. This workshop is designed to be interactive, so please bring your questions, concerns, and specific supervision issues that you want to discuss.

Target Audience:

Supervisors and staff who are interested in maximizing their time and improving their skills as supervisors.

Objectives:

By the end of the training, participants will be able to:

1. Articulate the differences between case and clinical supervision;
2. Identify the elements associated with clinical supervision;
3. Discuss the relationship between good supervision, and staff development and retention;
4. Identify three factors associated with teachable moments;
5. List and articulate four strategies related to case consultation;
6. Identify the parallel process as it emerges in the dialogue with their workers; and
7. Discuss the power of questions as a supervision strategy.

Before the training supervisors can:

Discuss with their workers their supervision needs to enhance their abilities to work with a diverse client population; and identify specific concerns or issues related to their ability to provide effective supervision.

After the training supervisors can:

Review the information presented at the workshop for compatibility with agency expectations; select a specific worker and or situation to apply the supervision strategies associated with teachable moments; and meet with other supervisors who attended the workshop to review the material presented.