

# CREATING A CULTURE OF LEARNING THROUGH SUPERVISION

MARGY MEATH LCSW-R

MARGYMEATH@GMAIL.COM

Triple Aim Networked providers

HCBS

ACA – Affordable care act

Health Care Exchange

Federally Qualified Health Center

Medicaid Expansion

ACO's – Accountable Care Organizations

Medicaid Waivers

Health Home

HARPs – Health and Recovery Plans

Dual Eligibles

Pay for performance

Incentivizing health care



INNOVATION  
IMAGINATION

WELLNESS

POVERTY

PARTNERSHIP

VALUE

RACISM

SELF-DIRECTED

HEALTH

RIGHTS

ENGAGEMENT

RECOVERY

COLLABORATION

OUTREACH

VISION

LEARNING

Find a partner you don't know and take 5 minutes to respond to 2 of the questions below.

## **As a supervisor...**

- WHAT ARE THE BIGGEST CHALLENGES I FACE?
- WHAT DO I SPEND THE MAJORITY OF MY TIME DOING?
- WHAT ARE MY THOUGHTS ABOUT THE CHANGES OCCURRING WITHIN OUR SERVICE SYSTEM?
- HOW DO I TALK WITH OTHERS ABOUT THE CONCEPT OF RECOVERY?
- WHAT ARE THE THINGS THAT MY TEAM DOES REALLY WELL?
- WHAT STRENGTHS AND OPPORTUNITIES DO I HAVE TO BUILD ON?

# FOCUS/CONTENT OF SUPERVISION

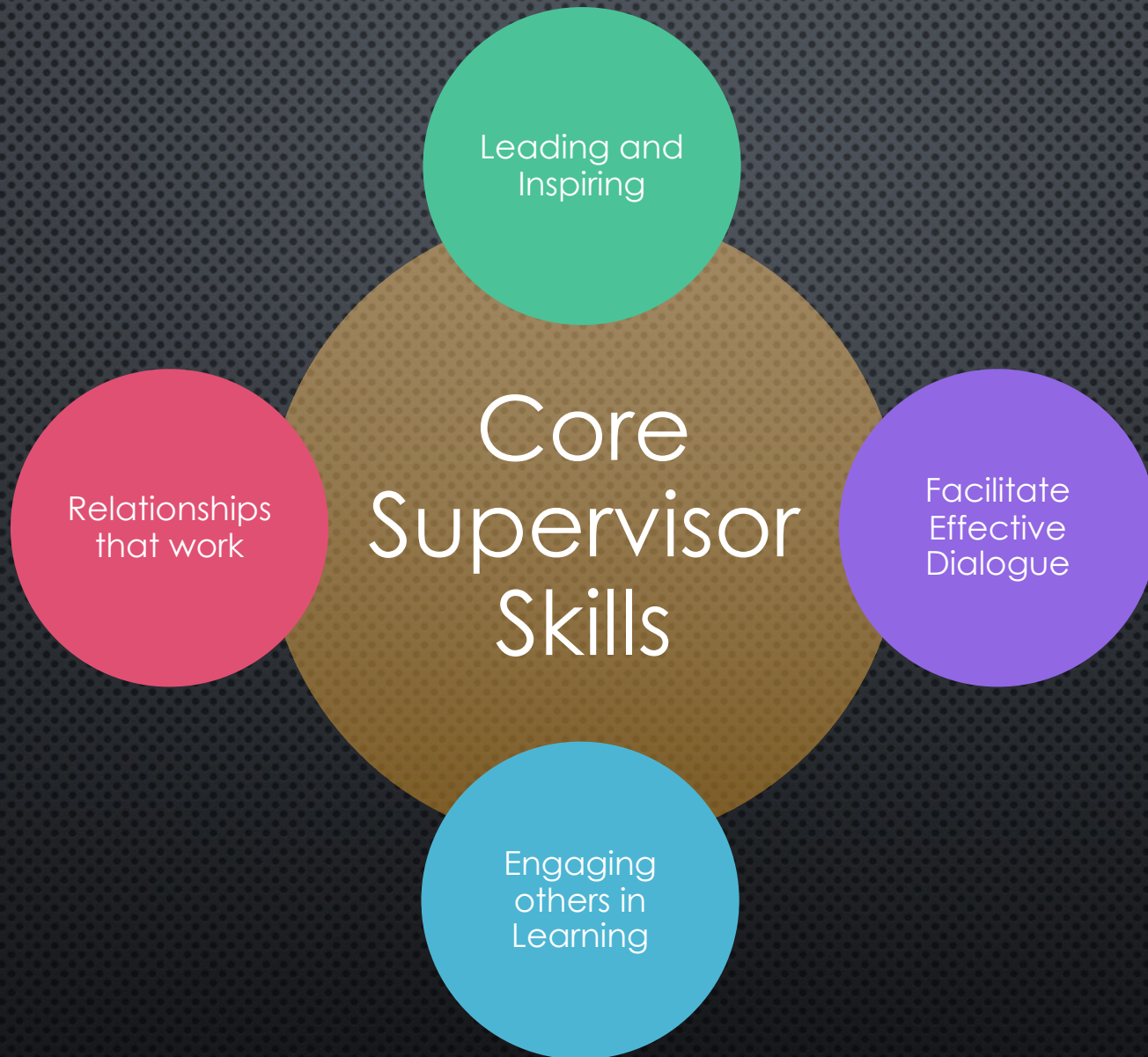
- 1) Direct practice/clinical – what to do with clients
- 2) Job management – managing workload, paperwork, time management
- 3) Professional Impact – relationships with others (interdisciplinary battles, etc - working with others effectively)
- 4) Continued learning – staff development

Dr. Lawrence Shulman: Models of Supervision: Parallel Processes and Honest Relationships . (2008, October 20). *Living Proof Podcast Series*. [Audio Podcast] Retrieved from <http://www.socialwork.buffalo.edu/podcast/episode.asp?ep=5>

## Working relationships requires...

- Rapport
- Trust
- Caring
- Transparency

→ same characteristics apply to relationships between staff/clients and supervisor/staff



## LEADING AND INSPIRING

- Develops/articulates a clear recovery oriented vision regarding the work and program
- Motivates staff to live recovery oriented principles
- Treats all people with dignity and respect
- Creates an atmosphere of trust and inclusion
- Creates a sense of hopefulness and passion about the work
- Recognizes and celebrates successes



# FACILITATE EFFECTIVE DIALOGUE

- DEMONSTRATES ASKING THOUGHTFUL/INTENTIONAL QUESTIONS DESIGNED TO GET OTHERS THINKING MORE REFLECTIVELY ABOUT ISSUES
- USES 1:1 AND TEAM MEETINGS TO DEVELOP DEEPER UNDERSTANDING
- ACTIVELY ENCOURAGES STAFF TO CONSIDER AND SHARE MULTIPLE PERSPECTIVES
- PAYS ATTENTION TO BOTH PROCESS AND CONTENT
- LISTENS ATTENTIVELY AND HELPS MAKE CONNECTIONS BETWEEN VARIOUS IDEAS AND PERSPECTIVES

# ENGAGING OTHERS IN LEARNING

- CREATES AND ATMOSPHERE WHERE ONGOING LEARNING IS VALUED
- UTILIZES THE STRENGTHS AND EXPERTISE OF TEAM MEMBERS TO ENHANCE LEARNING FOR OTHERS
- COLLABORATIVELY DEVELOPS SPECIFIC LEARNING GOALS FOR INDIVIDUAL STAFF AND TEAMS
- ACTIVELY SHARES OWN LEARNING PROCESSES RELATED TO RECOVERY, TEAMWORK, BEST PRACTICES, ETC
- DEVELOPS SPECIFIC PROCESSES TO PROVIDE REGULAR SUPERVISION AND REGULARLY REVIEWS PROGRESS RELATED TO STAFF DEVELOPMENT

# RELATIONSHIPS THAT WORK

- APPROACHES SUPERVISION IN A COLLABORATIVE MANNER
- ACKNOWLEDGES AND DISCUSSES ISSUES RELATED TO POWER DIFFERENTIALS
- USES SELF DISCLOSURE TO ENHANCE RELATIONSHIP AND LEARNING
- COLLABORATIVELY ESTABLISHES CLEAR GUIDELINES REGARDING THE WORKING RELATIONSHIP
- RECOGNIZES AND UTILIZES THE SPECIFIC STRENGTHS AND SKILLS OF EACH STAFF MEMBER
- USES TEAM STRENGTHS, INTERESTS AND ABILITIES TO MAKE NEEDED PROGRAM CHANGES

# ENGAGING STAFF IN LEARNING RELATIONSHIPS

- To what degree is individual supervision part of routine practice?
- How do you orient new employees to what to expect from supervision?
- What are some strategies for giving feedback and keeping people focused on recovery-oriented services?
- How can you take steps to further the development of a learning relationship with each person you supervise?

## NEXT STEPS?

- What changes would you like to make in how you approach supervision?
- What skills do you want to help your staff develop?
- What skills and supports do you need? How/where can you get them?
- Other next steps?