

# Engaging in virtual supervision to help your team thrive

NYAPRS 2021 Rehabilitation and Recovery Academy

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# Learning objectives

- Identify essential components and skills of good supervision
- Discuss strengths and challenges of providing supervision in a virtual environment
- Share effective strategies for strengthening team functioning and satisfaction

# SUPERVISION

“A social influence process that occurs over time, in which the supervisor participates with supervisees to ensure quality of clinical care. Effective supervisors observe, mentor, coach, evaluate, inspire, and create an atmosphere that promotes self motivation, learning, and professional development....

They build teams, create cohesion, resolve conflict, and shape agency culture, while attending to ethical and diversity issues in all aspects of the process.”

Center for Substance Abuse Treatment (2007). *Competencies for Substance Abuse Treatment Clinical Supervisors*. Technical Assistance Publication (TAP) Series 21A (Rep. No. HHS Publication No. (SMA) 074243). Rockville, MD: Substance Abuse and Mental Health Services Administration.

# Supervisory relationships require...

- Rapport
- Trust
- Caring

*“these elements are also crucial to the working relationship, or therapeutic alliance, between the worker and client, which is an element of the concept of **parallel process**”*

Schulman, L. (2010) Interactional Supervision, 3<sup>rd</sup> edition



# 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, team relationships and working with others effectively)
- 4) Continued learning – staff development

Schulman, L. (2010) Interactional Supervision, 3<sup>rd</sup> edition



# Question

- What skills and/or strategies have you used to build a strong relationship with your staff?

# COVID-19 challenges

- The COVID-19 pandemic created unimaginable challenges for people and highlighted the tremendous impact of social determinants of health across the world and here in the United States (Jones, 2020).
- Programs and services were interrupted across the country.
- Organizations and teams had to learn new ways of providing services, communicating among team members, etc.



# COVID-19 Impact

- The American workplace was unprepared for the COVID-19 pandemic and the effect it would have on workers.
- In 2020, workers were more stressed than ever. They were more worried about their physical health and mental health. They were more anxious about their financial well-being. They were more concerned that their employers and supervisors were unsympathetic to the stresses they felt.
- More than half were also actively looking for another job – during times when unemployment was high and job creation was slowing. And when workers feel trapped in their jobs, the blow to productivity is severe.

<https://www.mamh.org/assets/files/Mind-the-Workplace-MHA-Workplace-Health-Survey-2021-2.12.21.pdf>



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# How did you adapt to COVID??

How have you effectively integrated technology into your supervisory practice?

What strategies do you use to keep your team connected?

What challenges have you faced and how have you and your team overcome them?



# Virtual supervision – practical tips

- Be sure to use a virtual platform that works (Zoom, Microsoft Teams, Google)
- Spend some time ensuring staff know how to use the platform
- Schedule a regular time to meet and make it a priority
- Cameras “on” for everyone
- Find a way to ensure your staff have what they need to effectively participate (laptop, ipad, camera, etc)
  - Cell phones are not effective for team meetings!

# “Five Dysfunctions of a team”



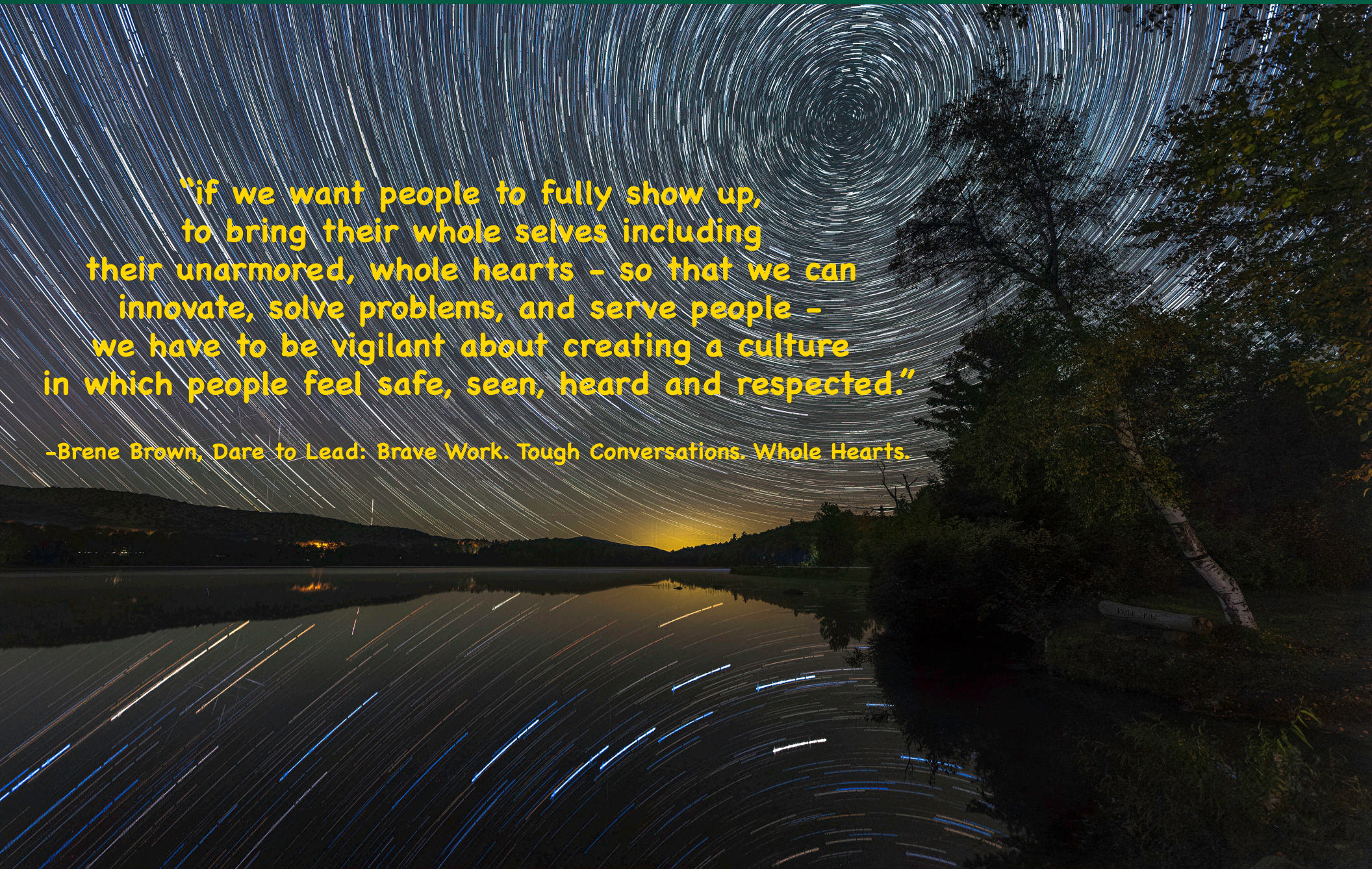
# Functional/cohesive team



Patrick Lencioni  
<https://www.tablegroup.com>

# Virtual team building ideas

- Google “online team building” and you will discover a ton of resources
- Watch an inspiring “Ted” talk together and discuss
- With your team, co-create some things that are a unique part of each of your team meetings
- Celebrate good news and success
- Pay more attention to the people who participate less
- Create virtual “drop in” hours
- Model the behaviors and attitudes you want from your staff
- Create a culture of care that support self-care



**"if we want people to fully show up,  
to bring their whole selves including  
their unarmored, whole hearts – so that we can  
innovate, solve problems, and serve people –  
we have to be vigilant about creating a culture  
in which people feel safe, seen, heard and respected."**

**-Brene Brown, Dare to Lead: Brave Work. Tough Conversations. Whole Hearts.**



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# Self Care

- “Self-care is an essential [social] work survival skill. Self-care refers to activities and practices that we can engage in on a regular basis to **reduce stress and maintain and enhance our short- and longer-term health and well-being**. Self-care is necessary for your effectiveness and success in honoring your professional and personal commitments.”

<http://socialwork.buffalo.edu/resources/self-care-starter-kit/introduction-to-self-care.html>

# Self-Care Discussion

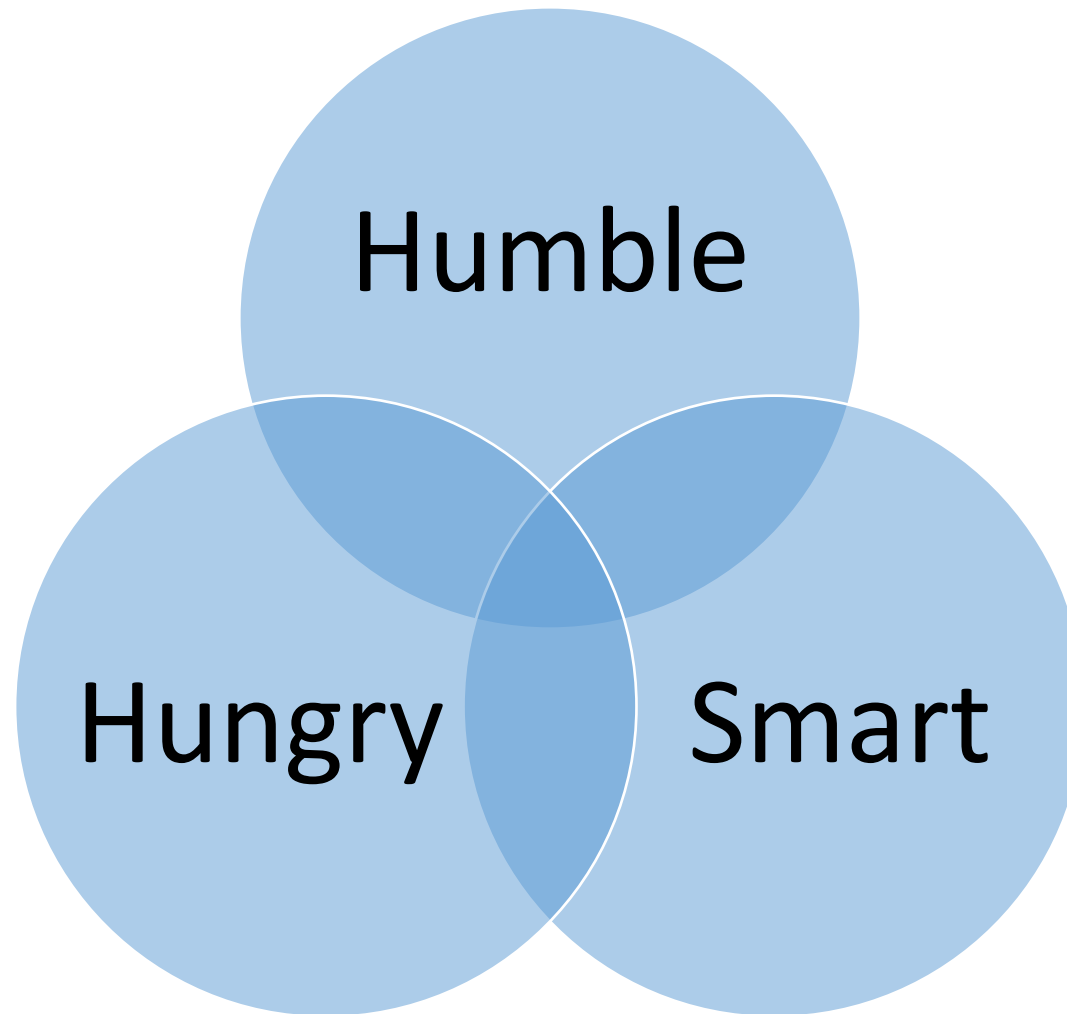
- How much do you prioritize self-care for yourself?
- Is self-care part of your organizational culture?
- How would your team describe self-care?



# Resources to check out

- The following slides include some highly recommended sites/experts with easy to navigate, free resources you may find helpful for you and your team.

# Are you an ideal team player?



<https://www.youtube.com/watch?v=PRh80RyT74I>



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# Brene Brown - Vulnerability

- <https://brenebrown.com/videos/ted-talk-the-power-of-vulnerability/>
- Start with this Ted Talk. If you like what you hear check out the other work of Brene Brown.

# Authentic Happiness

- <https://www.authentichappiness.sas.upenn.edu/testcenter>
- Lots of self-administered assessments that you and your team might find helpful including:
  - Workplace PERMA profiler
  - Signature Strengths inventory
  - Optimism Test
  - Work-Life questionnaire

# Patrick Lencioni's website

- <https://www.tablegroup.com>
- Expert on organizational and team development. Very accessible brief assessments, podcasts and other resources.

# Daniel Coyle's Website

- <http://danielcoyle.com/>
- Author of “Culture Code” (highly recommended book). Website has a brief explanation of his model and a mini-quiz you can take to assess your team culture.
- Helpful tips for creating a stronger team culture.

# Margaret Wheatley website

- <https://margaretwheatley.com>
- “Sane leadership is the unshakeable faith in people’s capacity to be generous, creative and kind. It is the commitment to create the conditions for these capacities to blossom, protected from the external environment. It is the deep knowing that, even in the most dire circumstances, more becomes possible as people engage together with compassion and discernment, self-determining their way forward.” ~Margaret Wheatley



# Self-Care resources

- <https://www.activeminds.org/about-mental-health/self-care/>
- <http://socialwork.buffalo.edu/resources/self-care-starter-kit.html>
- <https://healthy.kaiserpermanente.org/health-wellness/mental-health/tools-resources>





# Thank you!

