

Virtual Reflective Supervision Tip Sheet

Individual Supervision:

Trust and Safety

“Marble Jar Moments.” Look for opportunities to build relationship outside of hours dedicated to reflective supervision (creating “water cooler” connections with your staff virtually). Consider sending a text or a short email just to check in or following up in a reply email with a more personal touch rather than a simple yes or no answer.

Strategies to Consider (add your own):

- Sending cards in the mail: could be for a birthday, special occasion, just because.
- Giving positive shout outs of group messaging
- Emailing to thank them for support they providing a family in crisis or acknowledging other accomplishments.
- Send text with positive mantra
- Record and send short video encouragement
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Setting up the Virtual Environment

- Create a quiet, protected space
- Set up a clean, neutral environment. Consider your background (avoid messy stacks of paper and more intimate spaces like a bed in the background). All our environments convey messages and meaning and we may be conveying an unintended meaning.
- Be aware of the messages you are sending via your space from the screen (too close can feel intrusive and too far away can feel disengaged).

- Keep your staff phone numbers accessible
- Make sure your devices are charged and an alternate power source is available
- For more tips and strategies on creating a well-designed and functional environment, check out the Virtual Service Delivery Workspace resource.

Open Communication

- Set up expectations for how staff should communicate with you if they have questions or needs between supervision times. Your usual ways of communicating, such as someone popping into your office or seeing you in the hallway, are unavailable. Should they email, text, call your cell? Share expectations about your availability and how you can support them with clear recommendations about how to reach you.
- “Zoom fatigue”: It’s important to be aware of the level of emotional intensity that everyone is feeling from connecting through interactive video conferencing (IVC). Check in with your staff and establish a strategy for giving and receiving feedback on our body language during IVC meetings.
 - Be aware of eye gazing to check an email or facial reactions in response to a text that pops up on your phone
 - Check in with staff if you notice their body language change during your time together.
- Shake up: Offer a virtual walk and talk. Both of you just might need to get out. Part of the session could happen outside if both of you have devices that you can move (e.g. tablet, phone, laptop). This can provide privacy and a stress reliever.

Protected Space and Time

- Reflective Supervision relies on regularity to be effective. Be consistent about meeting, even if it feels like there’s a lot going on. It

is also important to ensure a relational and rewarding approach to reflective supervision.

Routine/Agenda

- Create an electronic space for shared documentation to enhance collaboration and ensure transparency in the process. For example, you can use a Google doc or another type of electronic file sharing system to share the agenda and notes with your supervisee. Set this up as a part of your routine and make space for the supervisee to add items to the agenda in advance of the meeting.
- Create a routine or ritual for starting supervision, as a way to check-in, reconnect, and focus.
 - Strategies (add your own):
 - “A rose and a thorn”: Share a success and a challenge in every supervision
 - Provide yourself with a visual reminder to connect and stay present
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Mindfulness/Transition

- Give yourself breaks in between reflective supervision sessions to the extent possible. Even 2- 5 minutes is better than no break.
- Use a mantra or simple phrase to center yourself prior to starting a session. (For example, “Let me be present for my time with Jane and guide me to always do my best.”)

Group Supervision:

- Consider offering this in addition to individual reflective supervision.

- Meetings could be increased if it has been offered in the past.
- This allows for peer mentorship and peer-to-peer practice, taking the pressure off the supervisor.
- It gives everyone an opportunity to practice and give feedback on affect, cues, and practicing the features of IVC.

Strategies:

- Use break-out rooms for role plays
- Remind everyone of ground rules/norms for chat (chat dialogue is available to host post-meeting)
- Can use to practice different parts of an IVC visit together. For instance, role play the opening of a visit together and give feedback or role play introducing a parent-child experience.

Self-Care and Support (add your own):

- Practice self-care.
 - Breathe deeply.
 - Stand up and walk around.
 - Go outside for fresh air.
- Get support
 - Your own reflective supervision
 - Peer support/learning community
- Be flexible: This is a learning process for all of us! Be patient with yourself and with your team.
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