

Supervision Tips

The Therapeutic Alliance

Have your supervisee (referred as the provider) bring in a new or challenging case and discuss how therapeutic alliance can be strengthened. Here are some ways to begin exploration:

Have the supervisee discuss a recent interaction with the consumer.

- Was hope being conveyed?
- Was the provider doing more listening and less advice giving?
- Is there a rapport?

Use “**reflective listening**” techniques: Have the provider interview you (the supervisor) utilizing reflective listening techniques such as:

- Repeating – simplest
- Rephrasing – substitutes synonyms
- Paraphrasing – major restatement, infers meaning, “continuing the paragraph”
- Reflection of feeling – Deepest
- Reflective listening responses begin with statements which reflect your understanding, rather than questions, Examples are: “You...” “So you...” “Its...” “Its like...” “You feel...”
- Reflective listening begins with a way of thinking: Have the provider explore what their thoughts are as the consumer is sharing. Are they thinking about what advice to give? Or are they trying hard to understand the person’s experience?
- It includes an interest in what the person has to say and a desire to truly understand how the person sees things: Assist the provider to be very curious about what the consumer is saying
- It is essentially hypothesis testing
- What you think a person means may not be what they mean
- Use a statement to reflect your understanding

Avoid the Righting Reflex

- Human beings have a built in desire to set things right.
- When the righting reflex collides with ambivalence, the client begins defending the status quo.
- If a person argues on behalf of one position, he or she becomes more committed to the other position.