

Zoom into Reflective Supervision

AZ Rural Health Conference
August 1, 2019

becoming
minimists



Sometimes you don't feel the weight
of something you've been carrying
until you **feel the weight of its release.**

What is Reflective Supervision (RS)?

- ◉ Regularly scheduled meetings, 60-120 min, to allow direct service workers to talk about their work
 - > 1x/wk or month
 - > Individual or group (max 8)
- ◉ Safe environment; not Counseling, Therapy
- ◉ Focus: Effects of Emotions (parallel process)
 - > All the way to the Baby

Group Member Comment

- “RS helps me to remember on a regular basis why we do the work that we do, and that I live in a community of practitioners that care deeply about the families that they work with.
- I have also learned to regularly think about what I, as a person, bring to this work and my responsibility for the thoughtfulness and energy that I bring to any situation.”

- KM, CASA

RS Session Structure (individual or group)

b r e a t h e

- ⦿ Mindfulness/Self-Care
- ⦿ Check-in: what's on your mind
- ⦿ Mini lecture: RS words, concepts, best practice, research
- ⦿ Case exploration: mini cases, 1 presentation

What is Zoom?

- Online teleconference software
<https://zoom.us>
- See and hear individuals in their own space (confidential)
- Share screen to show powerpoints, screening tools, research
- Allow chats in addition to audio
- Can record sessions for later observation, teaching

Technology Needs

- Fairly steady, strong Wifi
 - > Zoom does not typically get hung up in firewalls
- Device with camera and mic
 - > Can use phone alone or with laptop
- Best not to be driving/riding somewhere
- Best to be able to both see* (video camera) and hear everybody

Participant Comment: Technology provides Access

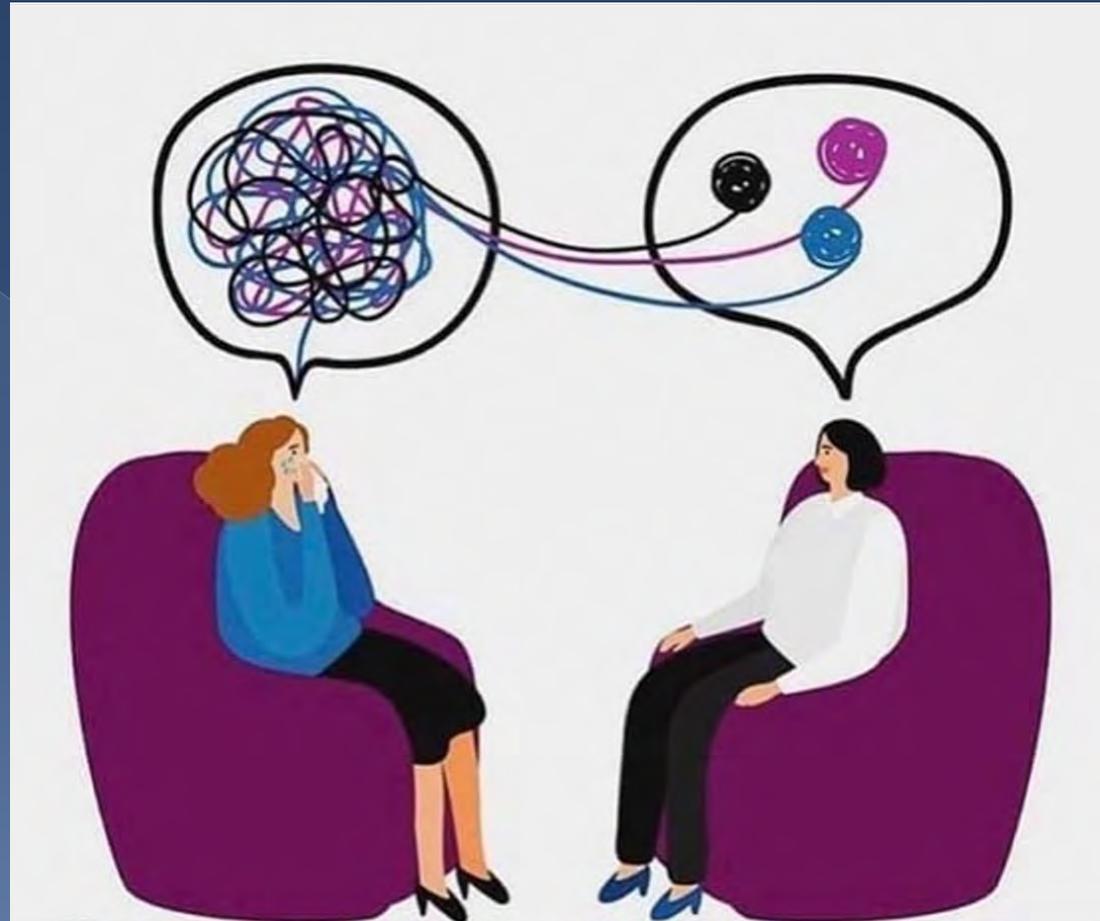
- “The opportunity that is provided by the zoom technology to make this available in Northern Arizona is invaluable.”
 - KM, CASA

Why marry RS and Zoom?

- ◎ Less cost
 - > Travel
 - > Time
- ◎ Learn about statewide resources
 - > Warm hand-off if client moves
 - > Learn what else is going on around the state
- ◎ Learn others' struggles/solutions
 - > Not alone
 - > New ideas

Who is this good for?

- Home Visitors (HF, AzEIP, etc.)
- Early Childhood Teachers
- Parent Educators
- CASAs
- Health providers working with little kids/families
- Anybody



Participant Comment

- “Access to reflective supervision, let alone quality reflective supervision, would not be possible in my area without utilizing Zoom. The most valuable aspect of these reflective supervision groups has been the diversity of early childhood professionals; this allows for one case to be viewed from nearly every side. Every month, I walk away from our session revitalized in the work and with a greater insight on how to better myself.” MS, HS

More Comments

- ◉ Helpful to focus on own emotions vs treatment plans
- ◉ Easier to talk more with outside consultant vs in-house supervisor
- ◉ Exchange ideas/solutions, other resources
- ◉ Reinforce self-care, boundaries
- ◉ Use Mindfulness for self and with staff/families
- ◉ Learn what's going on around the state

More Comments

- ◉ Know I'm not the only one frustrated with _[whatever]_
- ◉ Others bring out my concerns that I can't talk about
- ◉ Get RS to fulfill IMH-Endorsement RS requirement
- ◉ Chance to practice providing RS; job requirement to provide
- ◉ Better able to listen to staff, pay attention to red flags, handle big emotions

“I wanted to write you to tell you how valued I feel your reflective supervision is. You have helped me both professionally and personally. I feel that I have learned to have greater empathy for my clients and for myself in working with my clients. Processing with you often allows me to see my experiences and my cases differently, and I have been able to approach challenging cases in a new light. With cases and clients that have felt overwhelming and hopeless, you have helped me to gain confidence in myself and to find the nobility and positivity in clients. Ultimately, I have found a sense of peace within myself and in my work that has allowed me to continue doing this challenging work with the excitement and dedication that I feel I started with as a new therapist. Having worked in the field for many years, keeping this light and motivation can be challenging, and you have been a part in making this possible.

In our reflective supervisions, you have helped me to be more mindful, insightful, and kind to myself. You help to bring a human aspect to the difficult work that we do. I appreciate the time and dedication you give to me and our team. You give us all a voice, and you allow space for us to be broken and imperfect, something which isn't always allowed in a field that sees us providers/therapists as needing to have all of the answers and to be impervious to all the stressors we are dealt with serious and sometimes traumatic cases. Thank you for always allowing us that space. It is a breath of fresh air, and a respite in my month that is much needed." C.C.

Reflective Practice is Good for Everybody!

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