

Draft Executive Summary

Self-Care focused Listening Sessions – SUPER Visors – Super VISION

Three, *self-care for supervisors*, 'Listening Sessions' were conducted in the month of July, 2020. A range of *types* of supervisors (Peer – Clinical) were invited to attend one of the three, 90-minute sessions. Registration was required and each meeting was capped at 40 participants.

Four prompt questions were consistently used during each listening session. Questions one and four were posed and conversation was facilitated in the large group, questions two and three were discussed in breakout groups.

Upon review of the data collected the following themes emerged. It is suggested that these themes be considered as the foundation for any self-care products or interventions that the National Coordinating Office chooses to move forward on. For the purpose of organization, the prompt questions are used as the organizing structure for theme identification.

Question 1 - *What factors are in place when is crisis is handled well?*

Supervisors (of all types) consistently expressed the importance of everyone having consistent and specific knowledge of the crisis response and management policies and procedures. Associated, the challenges communication and establishing staff wide knowledge of and carrying out of crisis specific procedures was also consistently expressed.

Question 2 - *What would "good" look like in terms of being supported? Others being supported?*

Feeling and receiving support as well as providing support universally centered on clear, timely and consistent communication and the ability to listen and feel that oneself is being 'heard'. Foundationally speaking, the above, when present formed the basis of trust, collaboration and the promotion of a productive and professional team and work culture.

Question 3 - *Tell us a story of a supervisor you thrived under or were inspired by.*

Supervisors who deeply and positively impacted their supervisees were identified as approachable, collaborative and supportive. Additionally, these supervisors were able to build and maintain a team and had the capacity to convey to the team and each member of the team that there were important to the work and their contributions were of value.

Question 4 - *Other than time or money, what barriers do you see that keep you from supervising others as well as you would like?*

Consistently, identified were the unrealistic expectations of upper management; about staff productivity and a misalignment between the boundaries and expectations of supervisors. Establishing and maintaining a 'culture of learning' were also identified.