

Building Resilience in Supervisees



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About Me

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- ❖ Regional Children's Services Manager at Communicare
- ❖ Second year doctoral student at Lindsey Wilson College
- ❖ Local Resource Coordinator for RIAC
- ❖ Clinical Supervisor:
 - Board LPCAs
 - Interns
 - Community Support Associates
 - Targeted Case Managers
 - Certified Peer Specialists

About You

Objectives

- 1). Attendees will be able to identify three ways to build trust and self-awareness in supervisees
- 2). Attendees will identify areas of self-improvement through self-evaluation
- 3). Attendees will learn about burnout and learn multiple ways to implement self-care and boundaries in the development of supervisees and self.

What is Burnout?

“A syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment that can occur among individuals who do “people-work” of some kind.”



The Need for Resilience Building

Burnout Rates among Mental Health Workers:

- ❖ 21-67% may be experiencing high levels of burnout
- ❖ 54% report emotional exhaustion

Burnout Rates among Educators:

- ❖ 91% of school teachers suffered from stress in the past two years
- ❖ 74% of school teachers experience anxiety
- ❖ 15%% of US teachers leave the profession each year
- ❖ 54% report emotional exhaustion

Some studies suggest that rates are higher in social workers.

- ❖ Burnout can lead to increased risk of substance use, depression, and anxiety in clinicians
- ❖ Women report higher levels of emotional exhaustion, men report significantly higher levels of depersonalization

47%

Kentucky cut \$193.7 million or 47% of its overall mental health budget between 2009 and 2011.

(Honberg, Kimball, Gruttadaro, & Fitzpatrick, 2011).

4th

Kentucky ranks 4th in the nation for state-level spending cuts over the last decade.

(McLaren, M. 2019)

*“The expectation is that we all
need to do MORE with LESS”*

Activity

Characteristics of Burnout



- ❖ Emotional exhaustion
 - Feelings of being emotionally extended by one's work
- ❖ Depersonalization
 - Cynical attitudes and feelings about the people one works with
- ❖ Reduced feelings of personal accomplishment

Contributing Factors

- ❖ Long work hours
- ❖ Trends toward field-based delivery
- ❖ Focus on productivity
- ❖ Reduced work engagement
- ❖ Work absences
- ❖ High levels of turnover
- ❖ Decreased employee morale
- ❖ Stressful organizational climate (role overload and role conflict)
- ❖ Urban settings report the highest levels of burnout

“If an ounce of prevention is worth a pound of cure, then the best way to beat burnout is to keep it from happening in the first place.”

(Maslach, The Cost of Caring: p. 216)

What is Resilience?

*It means "bouncing back"
from difficult experiences.*

The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems or workplace and financial stressors.

The Role of a Supervisor

Has power to shape and influence

Actions can either exacerbate or alleviate burnout



Strategies and Leadership

- ❖ ACES Best Practices
- ❖ Explore systems approach model to supervision
- ❖ Explore implementing trauma-informed practices
- ❖ Transformational Leadership

ACES Best Practice for Supervision

The *supervisor* provides a safe, supportive, and structured supervision climate.

The *supervisor* gives deliberate attention to creating a safe environment that fosters mutual trust.

The *supervisor* continually seeks to enhance his/her self-awareness.

The *supervisor* appropriately models and engages in self-care.

The *supervisor* adheres to appropriate standards in ways that meet the needs of the supervisee.

The *supervisor* gives attention to both the personal and professional learning curves of the supervisee

ACES Best Practice for Supervision

The *supervisor* modifies his/her style of and approach to supervision based on supervisee's immediate needs, supervisee's developmental level, supervisee's supervision goals, and environmental demands

CLINICAL SUPERVISION

A SYSTEMS APPROACH

elizabeth holloway



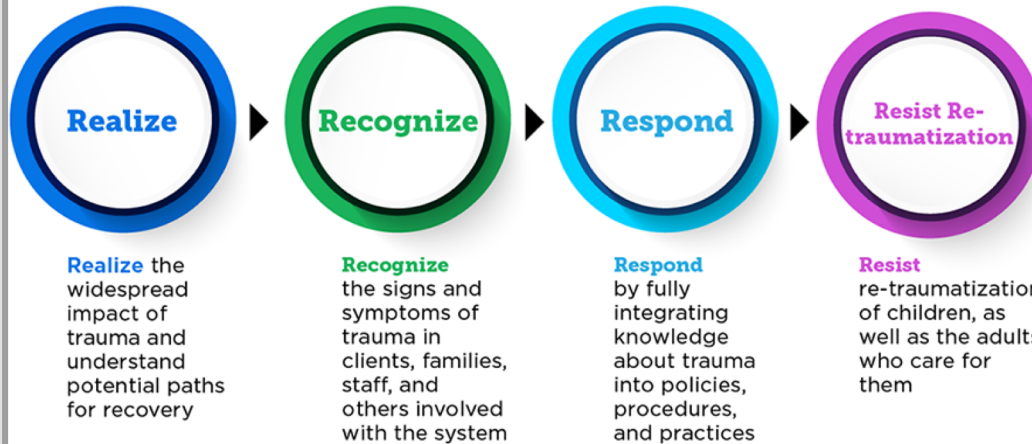
Tasks and Functions:

- ❖ Monitoring
- ❖ Instructing
- ❖ Modeling
- ❖ Consulting
- ❖ Supporting



TRAUMA-INFORMED SUPERVISION

The Four Rs of Trauma-Informed Care



This figure is adapted from: Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's concept of trauma and Guidance for a trauma-informed approach. HHS publication no. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration.

- ❖ Idealized Influence
- ❖ Inspirational Motivation
- ❖ Intellectual Stimulation
- ❖ Individualized Consideration



Transformational Leadership

Creating Trust in Supervision

- ❖ Authentic personal concern for staff
- ❖ Encourage and develop the team environment and team working
- ❖ Reflective practices with supervisee
- ❖ Developing autonomy to include creativity and variety in job position
- ❖ Solicit feedback for improvement on team design and general operations

Creating Self-Awareness in Supervisees

- ❖ Appropriate training for supervisees
- ❖ Building a realistic perspective on the time required to achieve meaningful change
- ❖ Focused and productive feedback
- ❖ Receiving and requesting feedback from supervisee
- ❖ Providing supervisees with challenges, rewards, stimulation, and opportunities to use valued and unique skills
- ❖ Reflective space for supervisee to think about their work
- ❖ Focusing and attending to specific measures including job demands, job satisfaction, turnover intention, work-life balance, confidence in managing stress, and perceived quality of care
- ❖ Gatekeeping measures

Maintaining Self

- ❖ Developing self-care plan and modeling this to supervisee
- ❖ Verbalizing time for self-care



Self- Care Tips

- ❖ Set limits
- ❖ Eat, drink, and, sleep well
- ❖ Maintain your boundaries
- ❖ Make time for you
- ❖ Physical activity
- ❖ Take time off
- ❖ Talk to someone



Resiliency Building Lays the Foundation for Supervisees to Navigate When the Worst Happens

❖ With Clients

- Trauma Disclosure
- Suicide Attempt
- Suicide Completion

❖ Within Personal Life

- Divorce
- Deaths
- Life Transitions



Supervision Matters

Resilience Building is Vital



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