

Supervision Skills in Health & Social Care

Aim

A two day training session covering the fundamental skills, which are necessary in providing excellent staff supervision.

Target Group

Workers in health and social care who have recently begun supervising other staff, or who wish to do so in the near future.

Time

10.00 am – 4.30 pm on each day

Course Content / Learning Outcomes

- good and poor practice in supervision
- what constitutes good supervision?
- the benefits of supervision
- drawing together the key elements: development, performance management & support
- preparing for supervision, working with an agenda
- starting off: what to cover in the first few sessions
- active listening skills including the use of silence, body language, open questions & summarising
- negotiating and using supervision agreements
- confidentiality & note taking
- equal opportunity issues in supervision
- confronting the supervisee's resistance to having a new supervisor
- linking supervision to appraisals, business objectives & organisational aims
- putting it all together

Training Methods

Variety of pair and small group work; general discussions; quizzes; case studies; videos; role-plays; and a limited amount of lecturing.

Prices are inclusive all materials (certificates and handouts), lunches and refreshments.