Worksheet 2 – Building the Capacity of Staff

Select three to four of the following phrases you are comfortable with using. During your supervision sessions, practice asking reflective questions to engage staff members in a reflective conversation to allow them to come to their own conclusion.

• Curiosity – ask questions:
  ° How’s that working?
  ° What is it like…?
  ° Do you think…?
  ° I wonder…?
  ° Tell me what happened…

• Questions to set up the discussion:
  ° How is it going with your team?
  ° Let’s talk about a child/family with whom you have had some difficulty.
  ° What about working with this child/family is difficult for you?
  ° How do you understand your role in this relationship?
  ° Does this child/family remind you of anyone?
  ° Have you been in situations such as this previously?

• Questions to promote discussion:
  ° How have you handled other similar situations?
  ° What aspects of your relationship with this child/family do you think would benefit from change?
  ° What barriers are there to facilitating the change?
  ° How can you accomplish the change?
  ° How does that make you feel?
  ° Are there other experiences that elicit similar feelings?
  ° How is that working for you?
  ° Did that question make you feel like I was putting you on the spot?
  ° What did you say? What would you like to say, if he/she were here right now?
  ° What might you try different if you encounter a similar situation in the future?
  ° What could you do differently now, if anything, to change how this relationship is going?
  ° What do you think was successful?

• Avoid use of the following words:
  ° Need
  ° Should
  ° Must