



COACH → community mentoring

Why Supervise?

Crossway Staff asked us to:

“Improve intentional 1:1 supervision/feedback processes and better training for supervisors.”

CBC Staff Satisfaction Survey Summary,
November 2019



Why Supervise?

1. Key vehicle for leading people effectively
staff want good supervision
2. Builds team culture through encouragement
3. Catalyses proactive solutions
4. Feeds into the Annual Affirmation process
5. Aids communication
6. Clarifies expectations of PRDs
7. Ministry outcomes or Tasks

Why Supervise?

Here is a trustworthy saying:
Whoever aspires to be an
overseer desires a noble task.
(1 Tim 3:12)

Alan Wilson states that,
“A church that is sloppy or
idiosyncratic about providing
supervision is failing to fulfil
its divine calling to *care and
develop its leaders.*”
(italics mine)



A Working Definition of Supervision in a Church Context

“The supervision process is a joint endeavour in which a Staff Member with the help of a Supervisor is empowered to lead their ministry; improve their own wellbeing; engage in the wider team, and by so doing improves the quality of their leadership, increases their learning, strengthens their team and thereby achieves ministry outcomes or ministry tasks.”

Enabling Self Caring for our Staff

“Self care is never a selfish act it is simply good stewardship of the only gift I have, the gift I was put on earth to offer others. Anytime we can listen to true self and give it the care it requires, we do it not only for ourselves but for the many others whose lives we touch.”

Parker Palmer



WORTH SUPERVISION

W - Wellbeing

O - Outcomes

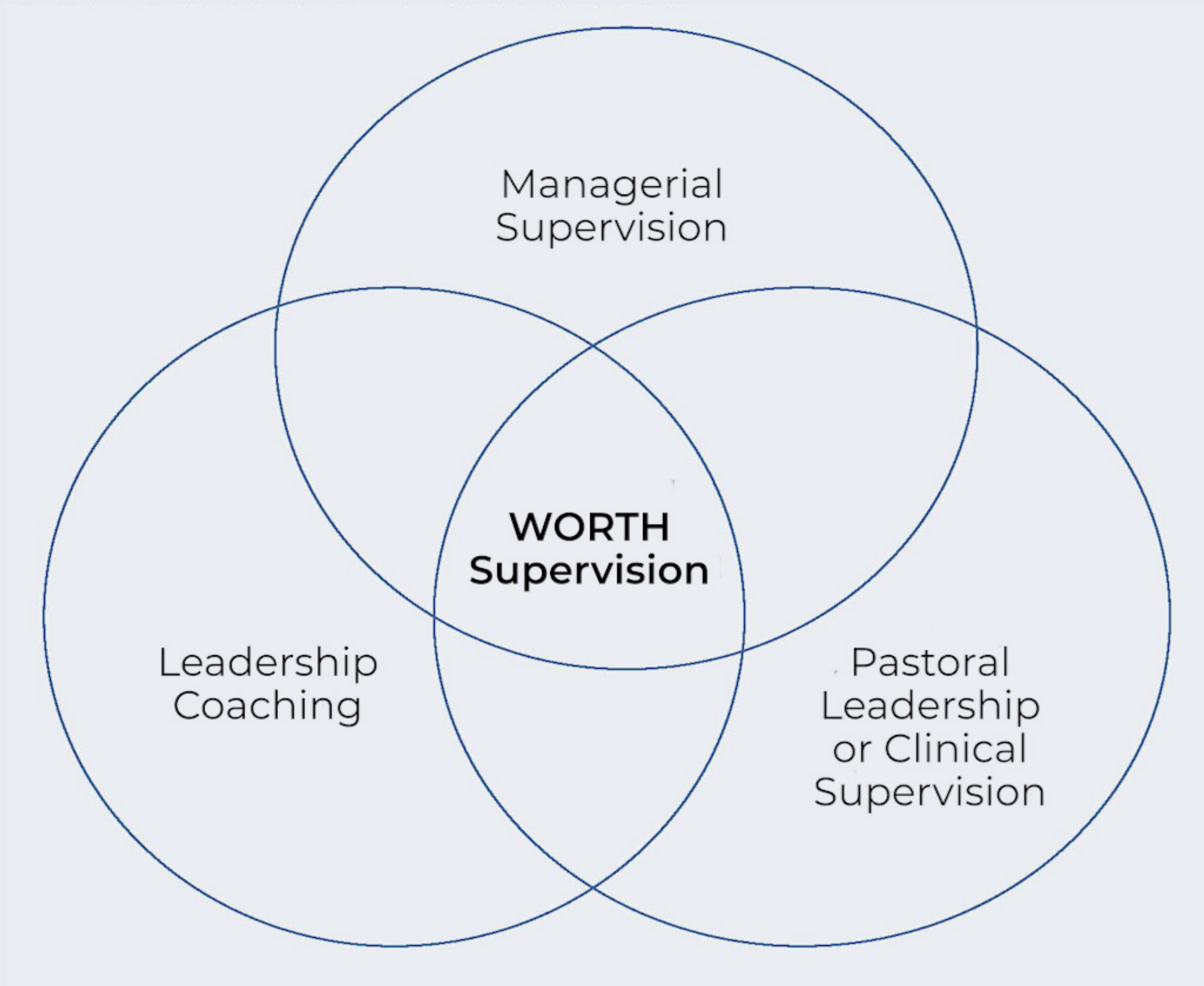
R - Reflective Interventions

T - Tasks

H - Highlights



WORTH Supervision in context

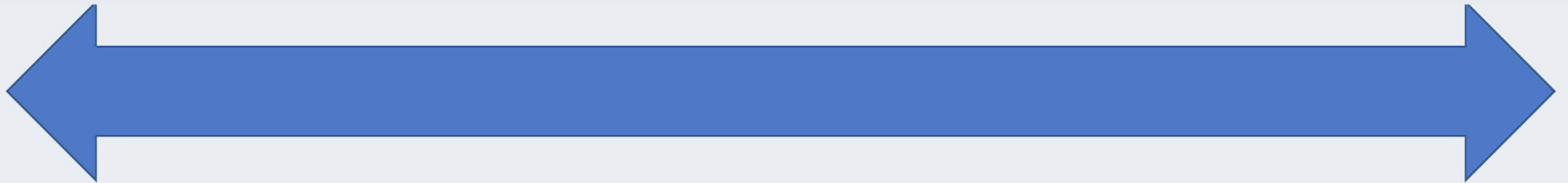


WORTH Supervision attempts to avoid two leadership pitfalls

Abdication

Empowerment

Micro-management



A Working Definition of Empowerment in a Church Context

- Empowerment is a process where access to learning, insights and resources enables a leader to own problems, find solutions and take responsibility for their leadership.
- It is a process, not an event.



Supervision Initiating

- Agree on times and frequency minimum once per month
- No more than 1 hour
- Discuss confidentiality
- Keep notes on Bastion and share them

W - Wellbeing

- Start every session with the Wellbeing Questions
- Remember their health story and their family
- Builds trust
- Care is super important

Key Questions:

How are you really doing?

Out of 10, how is your stress level?

O - Outcomes

- Outcome is the intended result the staff member would like to achieve during the conversation
- Helps focus the conversation on that which is important to them
“Seek first to understand before being understood,” Covey
- Your outcomes come second

Key Question:

What result would you like to take away from our conversation?

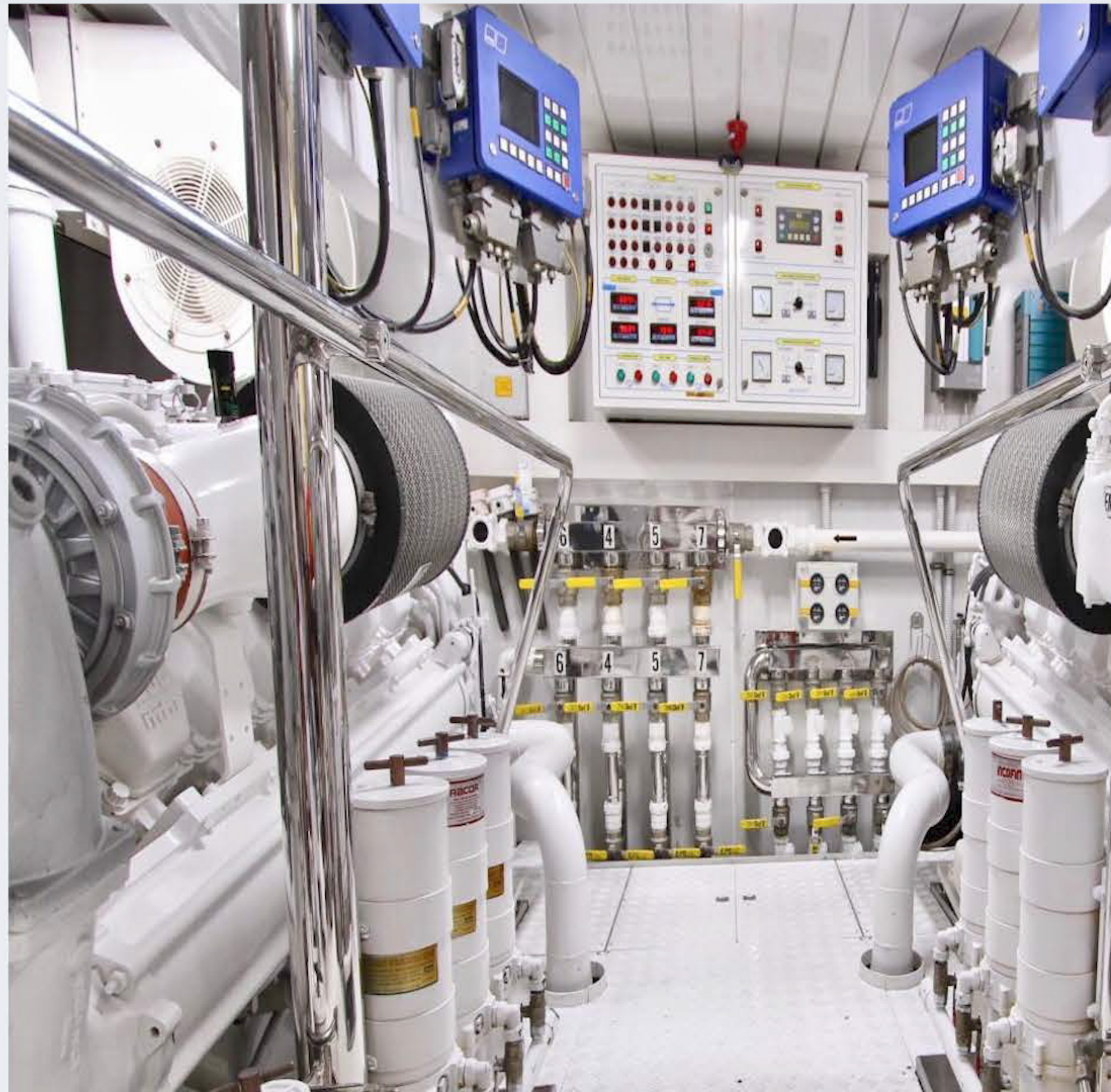
“I have a couple, but yours come first...”

R-Reflective Interventions (the engine room of supervision)

Six categories of intervention:

1. Cathartic
2. Catalytic
3. Affirming
4. Prescriptive
5. Informative
6. Confrontative

Key Skill: Reflective Listening



R-Reflective Interventions

(Supportive - use a lot)

1. Cathartic - Release tension

e.g. What is it you really want to say to that church member?

2. Catalytic - Be reflective, encourage self-directed problem solving

e.g. Can you say some more about that? How can you do that?

3. Affirming - Be approving, validating. Give evidence of the affirmation.

R-Reflective Interventions

(Directive - use sparingly)

4. Prescriptive - Give advice, be directive
e.g. You need to write a report on that.

5. Informative - instruct, inform
e.g. You will find similar reports in the filing cabinet in the office.

6. Confrontative - Be challenging, give feedback
e.g. I notice when you talk about your last supervisor you always smile.

T - Tasks

- Helps the staff member move from reflection into action

SMART Task:

Specific - It is clear and unambiguous.

Measurable - You can observe or measure its completion.

Attainable - Yet a stretch. It is challenging, yet possible to complete.

Relevant - It is meaningful to the mentor.

Time Limited - It will be completed by a set date.



H - Highlights

- Focus on reviewing the part of conversation that the staff member found most meaningful
- Reinforces insights and important points to strengthen learning and morale
- Reveals what is most important to them
- Helps focus your prayers for them (optional)

WORTH SUPERVISION

W - Wellbeing

O - Outcomes

R - Reflective Interventions

T - Tasks

H - Highlights



WORTH Supervision Question Time (15 mins)

WORTH Supervision Further Reading

Supervision in the Helping Professions

Author: Peter Hawkins

The COACH Model

Author: Keith Webb



Break Time
(5 mins)

WORTH PRACTICE

(20 mins breakout groups)

- In pairs, 10 minutes each, then swap

Supervisor to practice:

Wellbeing

Outcomes

Reflective Interventions

Tasks

Highlights

- Staff Member, be yourself, use a real work situation

