

REFLECTIVE SUPERVISION GUIDE

PURPOSE (total commitment 45-60min)

Reflective supervision creates a protected space for practitioners to process emotional load, strengthen professional judgment, and translate frontline insight into ethical, consistent coaching practice. It is not performance management; it is a relational practice that supports sustainability, learning, and participant trust.

GROUNDING & SAFETY (5min)

SET THE TONE

Reinforce confidentiality, non-judgment, and the understanding that emotional impact and uncertainty are part of benefit cliffs work.

PROMPT EXAMPLES

“How are you arriving today?”

“What feels most present from your recent work?”

PRACTITIONER-LED FOCUS (5min)

The practitioner identifies what would be most useful to reflect on today. This may include a difficult case, emotional reaction, ethical tension, system barrier, or moment of uncertainty.

PROMPT EXAMPLES

“What would feel most helpful to focus on right now?”

PRACTITIONER-LED FOCUS (5min)

Slow the conversation and listen deeply. Focus on emotions before problem-solving.

PROMPT EXAMPLES

“What emotions came up for you in this situation?”

“What felt heavy or unresolved?”

“What responsibility did you feel you were carrying?”

“Where did system rules and participant needs feel in tension?”

SUPERVISOR ROLE

validate, normalize, and reflect—without correcting.

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MEANING-MAKING & COACHING INSIGHT (10-15min)

Shift from events to interpretation. Explore readiness, beliefs, and coaching choices.

PROMPT EXAMPLES

“What do you think the participant was trying to protect?”

“What readiness stage might they have been in?”

“What coaching moves felt aligned—or hard to apply?”

“What beliefs were activated, yours or theirs?”

PRACTICE ADJUSTMENT & SUPPORT (5-10min)

Identify one or two grounded adjustments or supports—no overload.

PROMPT EXAMPLES

“What feels like a realistic next adjustment?”

“What support would help you not carry this alone?”

SYSTEM LEARNING & FEEDBACK LOOP (5min)

Capture patterns that point to system gaps or improvement opportunities.

SUPERVISOR NOTE EXAMPLES

- *Repeating benefit issues*
- *Tool or training gaps*
- *Policy or workflow barriers*
- *Language or interpretation challenges*

These insights should inform team learning and organizational improvement.

CLOSING & APPRECIATION (2-3min)

Contain the session and reinforce value.

CLOSING PROMPT EXAMPLES

“What are you taking with you from today?”

“What feels clearer or lighter now?”

Name appreciation for the practitioner’s care, judgment, and reflection.