



## **Supervision Training for the Consumer, Peer Support and Lived Experience Workforce**

Supervision Skills for Health & Social Service Professionals, Level 5, 5 credits

Two day course delivered over two weeks via Zoom with everyone on their own device

This course provides an excellent introduction to supervision and the tools and skills needed to enable experienced consumer, peer support and lived experience workers to supervise others within the workforce.

It provides everything you need to know about the purpose, process and practice of reflective supervision along with some very practical tools to ensure you build great supervision relationships and provide effective supervision to those you supervise. On successful completion of the course and the practical course assignments, you gain an NZQA Micro-credential which is level 5, 5 credits.

The course is delivered via Zoom and is designed for everyone to be on their own device so we can use break out rooms.

### **Course outcomes**

By the end of this training participants will be able to

- Define supervision, the roles and responsibilities of the supervisor
- Discuss the challenges for supervising within the consumer peer support and lived experience (CPSLE) workforce
- Discuss models of supervision
- Discuss cultural safety in supervision
- Establish supervision relationships within the CPSLE workforce
- Develop supervision contracts and negotiate goals for individual supervision sessions
- Use 7 key skills for supervision conversations
- Use a 4 step model for supervision conversations
- Provide feedback on practice
- Use a range of tools to facilitate supervisee learning and reflection
- Manage a one to one supervision session
- Discuss ethical issues relevant to supervising in the sector.

### **Content includes:**

*Supervision defined*

*Issues and challenges for supervision in the sector*

*Establishing supervisory relationships - contracting for supervision*

*Tools for supervision conversations*

- *7 common traps and how to avoid them*
- *7 key skills for effective supervision*
- *Questions not answers*
- *WHOA to GO – a 4 step tool for supervision conversations*
- *WHAT? SO WHAT? NOW WHAT? –reviewing clinical practice*

*Sharing expertise without over relying on telling*  
*Framework for a session*  
*The art of feedback*  
*Supervision in Action – practice activities*  
*Ethical and professional issues*  
*Different strokes for different folks – learning styles*

### **NZQA Micro-credential – what’s expected of you:**

- You will receive a resource pack prior to the start of the course that you will need to have with you during the sessions
- This qualification is available for NZ citizens or residents or those on a work visa (an NZCMC certificate of attendance is available for anyone who doesn’t fit these criteria or who doesn’t complete the assessment requirements)
- Participants complete and return an enrolment form giving us permission to register their credits with NZQA
- 80% attendance is required across the two days
- Read one article in between day 1 & 2
- Participants complete the assessment tasks which involve:
  - Reading one article and doing an oral review with a group of 4 participants on the morning of day 2 (no written work required)
  - Completing a short answer worksheet on contracting in supervision
  - Providing a short supervision session on day two of the course with another participant and engaging in critical reflection with reference to a list of supervisor competencies (short worksheet).

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### **Workshop details**

Course 1: June 16 & 23 Thursday OR

Course 2: June 20 & 27 Monday



Aly McNicoll is a Director of the New Zealand Coaching & Mentoring Centre and has specialist expertise in coaching mentoring and supervision. She works throughout New Zealand and Australia in the health and social service sectors and has delivered this course for the peer support workforce a number of times in New Zealand.

*‘Best course I have ever attended, recommend all staff do this.’*

*‘A positive and useful introduction to an extremely powerful process.’*

*‘A very practical course that has really enabled me to step up and start supervising.’*

The New Zealand Coaching & Mentoring Centre

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