



Leading Practice

11.0 Supervision

social care
institute for excellence





11.1 Four main functions of supervision

- Management
- Learning and development
- Support
- Negotiation

(Skills for Care 2008)

11.2 Supervision – a continuum

			
	Managing the business	Supervision	Appraisal
Typical frequency	As required	2-6 weeks	12 monthly, 6 monthly review
Focus	Dealing with day to day issues	Line management Professional supervision CPD	Performance review Development planning
Characteristics	Ad hoc, as required	Planned structure Some preparation	Planned structure Significant preparation

Providing effective supervision

11.3 Knowledge for supervisors

- Professional, e.g. codes of practice
- Technical, e.g. occupational standards, training opportunities
- Management, e.g. discrimination issues
- Political, e.g. legislative frameworks
- Geographical, e.g. local social patterns

11.4 Skills for effective supervision

- Planning
- Assessing performance
- Communication:
 - Giving feedback
 - Active listening
 - Handling conflict
 - Negotiating agreement
- Recording