



The Qualities of Effective TeleSupervision

The COVID-19 pandemic forced many mental health providers to shift to virtual service delivery, leaving administrators and clinicians to address challenges in conducting effective telesupervision (i.e., clinical supervision via communication technologies). This infographic summarizes the factors associated with effective telesupervision.



There are eight (8) themes that contribute to high-quality and effective telesupervision.

1

Supervisee Characteristics

Supervisees with clinical practice experience and who can identify their own supervision needs often have a rich experience with being supervised remotely.

- ✓ DO: Be flexible, pragmatic, reflective, committed, relaxed and willing to rely on others to benefit fully from telesupervision.

2

Supervisor Characteristics

Supervisors who have experience with isolated, rural practices have been found to be effective remote supervisors.

- ✓ DO: Identify one supervisor for larger group videoconference sessions.



Set-Up Tips for Virtual Supervision Meetings:



- Arrange desks and chairs next to windows to avoid the need for excess artificial lighting during the day.



- Use light wall colors as a background. Light colors and higher gloss sheens reflect daylight, meaning your space will need less overhead lighting.

3

Supervision Characteristics

Effective telesupervision sessions begin with a plan.

- ✓ DO: Have structured sessions, use supervision minutes and an agenda, and designate topics/cases prior to a virtual meeting.

4

Supervisory Relationship

Immediacy of the relationship between supervisor and supervisee is extremely important, as well as the continuity of the supervisor's availability.

- ✓ DO: Make yourself available by email or by telephone in between scheduled supervision sessions.

5

Communication Strategies

It's not just what you say; It's how you say it. Take turns during the dialogue and avoid interrupting the flow of speech.

- ✓ DO: Adopt a communication style that is slower and more formal; avoid monopolizing the conversation and jot down comments and questions to avoid interrupting.

6

Prior Face-to-Face Contact

Several studies suggest that telesupervision can be successful when a trusting relationship has already been established face-to-face.

- ✓ DO: Establish mutual trust and respect by ensuring there is access to all verbal and non-verbal cues during the session.

7

Environmental Factors

Poorly soundproofed rooms were said to affect privacy of information in supervision adversely.

- ✓ DO: Create an environment suitable for effective telesupervision: a quiet space, access to a phone and computer, and rooms that are soundproofed or minimize distractions.

8

Technological Considerations

Technological issues hamper the supervision experience by reducing the amount of supervision time, affecting spontaneity, and impeding ethical practice.

- ✓ DO: Limit background noise, auditory distractions, audio lags, and use of outdated or incorrect equipment.



References

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3. Wright J and Giffiths F. Reflective practice at a distance: using technology in counselling supervision. *Refl Pr* 2010; 11: 693–703.
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Agency Considerations for Effective Supervision Sessions:

1. Stay updated on telesupervision laws and requirements
2. Set the stage (encourage engagement/rapport building; provide resources for security, privacy, and environment)
3. Continuously monitor and encourage feedback from supervisors and supervisees