



WHAT YOU NEED TO KNOW: This table was developed during a supervisor’s retreat. Participants were asked to brainstorm on the differences between quality supervision and trauma informed supervision. (TIO, 2016)

QUALITIES OF SUPERVISION: *From Supervisor’s Retreat*

QUALITIES OF GOOD SUPERVISION	QUALITIES OF TRAUMA INFORMED SUPERVISION	SUPERVISOR COMPETENCIES
• Provides consistent and predictable supervision • Demonstrates clear communication • Provides role clarification • Provides training and coaching • Builds trust and relationships • Focuses on self-care/use of paid time off • Balances strengths/growth areas • Uses tact in conversation • Provides conversation on transitions/professional long term goals • Gives intentional time around checking on how and where a person is at • Discusses vicarious trauma • Views supervisee as a whole person • Demonstrates active listening • Balances between structure and nurture • Delegates—not doing everything for the employee • Gets out from behind the computer screen • Knows the skill set well • Understands what the job entails • Maintains confidentiality and transparency • Establishes boundaries • Ensures consent	• Recognizing staff often have personal experience with trauma and adversity • Knowing your employee and their vulnerabilities • Providing appropriate transparency • Being consistent but flexible • Knowing supervisor “has their back” • Creating mutual trust • Checking on “life issues” that have been discussed • Stepping out of your own identities and viewing the work place from other identities and being willing to bring up topics about race, culture, sex orientation, gender, and other identities • Showing flexibility • Following up on topics, issues, and needs • Listening • Providing emotional transparency	• Be able to communicate clearly and tactfully (holding both individual/programmatic needs in mind) • Be able to recognize signs of trauma in both themselves and supervisees and to know how to respond accordingly • Have a thorough understanding of the agency and its policies • Be knowledgeable and skilled in the roles of a supervisee • Be able to balance the day to day needs with imminent employee needs • Be able to take all the feedback from staff, clients, etc. and elevate it or make use of it • Know the line on how transparent to be • Know the three P’s: Policy, Procedure, and Program • Be knowledgeable in how the union contract works • Be able to self-assess. • Know resources for staff – Trauma Informed Care and Employee Assistance Program