

## Coaching Jenny to Support her Client, Linda

**Case Study:** Your supervisee, Jenny, says to you “I love working with the new client Linda, she reminds me of my grandmother. Anyway, I helped her make a list of all her prescriptions and I think it really helped her. She said thank you and that she had everything and was going to pick up her prescriptions the next day.”

“But then, this week, when I ask her about her medications, she starts getting an attitude with me and says, that ‘I’m just part of the system trying to stuff all these drugs down her throat.’ I don’t get what is wrong with this woman. I do everything I can to help her.”

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**Directions:** Decide who will play the role of the supervisor (Linda) and the supervisee (Jenny). The group member who chose to play the role of the supervisor (Linda), use the steps below to help the supervisee (Jenny) apply a TI lens in her understanding of her client. Write down your ideas on a piece of paper for each of the tips and be prepared to report back to the larger group.

**1. Acknowledge Jenny’s experience.**

**Example:** *“It sounds like because of \_\_\_\_\_, you did this \_\_\_\_\_.”*

**2. Help Jenny look through the TI lens.**

**Example:** *“How might (looking through TI Lens) impact your perspective of what happened with Linda?”*

**3. Ask Jenny: What is right with Linda?**

**Example:** *“Were there any strengths being demonstrated by Linda?”*

**4. Ask Jenny: What might be the next steps?**

**Example:** *“I know you plan on seeing Linda next week, let’s brainstorm: what might be some possible next steps?”*

## Revisiting Jamal

### Let's revisit the case study of Jamal.

Jamal, a person in recovery with HIV, has been working at your agency as the sole patient navigator for 9 months; you have been his supervisor since the beginning. He is attentive and really cares about his work.

Recently, Jamal has been late for several meetings with you. One of his clients, whom you have known for a long time, called you to say at their last meeting with Jamal he was very distracted, and the client kept having to repeat what they were saying.

In addition to this, his case notes have been very sparse and not up to their usual standards. Today he called out with no explanation. Last evening when you spoke with him, he seemed fine. You are growing concerned about Jamal -- he is somewhat private, so you want to think carefully about how to discuss his work performance with him.

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**Directions:** With your group, think of statements you may say to Jamal in your discussion with him about seeing possible signs of vicarious trauma in his work. Write down your ideas on a piece of paper for each of the tips and be prepared to report back to the larger group.

**1. Be proactive.**

**Example:** *"I know you've gotten more work on your plate and those cases are complex and challenging, so I wanted to check in."*

**2. Be concrete.**

**Example:** *"I wanted to share my observation with you because it might be early signs of vicarious trauma or compassion fatigue."*

**3. Normalize.**

**Example:** *"Some years ago after the death of a few clients I realized it impacted my ability to sleep and concentrate at work. My supervisor helped me think about ways I could address it and remain effective in my work."*

## Practicing Change Talk

**Directions:** As a group, look at the following 3 supervisee statements and:

- 1) Identify the change talk.
- 2) Develop what you might say to the supervisee to evoke more change talk.  
Write down your ideas and be prepared to report back to the larger group.

**Statement 1:**

- *"I want to finish my notes, but I just can't find the time."*

**Statement 2:**

- *"I know I should make a wellness plan, but I haven't found many things that work for me."*

**Statement 3:**

- *"I need to be on time but it's so hard to get here."*

## Reflection

*Discuss with your group and identify someone to report back to the larger group:*

**How do you take these skills and strategies that we have discussed today and expand them to your teams (e.g. staff meetings, group supervision, agency wide-events, etc.)?**