

CLEAR supervision model

CLEAR - developed as a supervision model in 1980's then developed as a model of coaching (Hawkins and Smith 2006). Outlined in Supervision in the Helping Professions, Hawkins and Shohet 2010

Contract - desired outcomes, ground rules or roles.

Listen - using active listening and cathartic interventions (Heron) supervisor develops understanding of the situation, the supervisees' 'reality'.

Explore - through questioning, reflection of new insight and awareness create different options for handling relationship or issue.

Action - having explored various dynamics within the situation and developed various options supervisee chooses a way forward and agrees first steps ('fast-forward rehearsal' to enact future first steps).

Review - the actions that have been agreed. Supervisor encourages feedback on what was helpful, what was difficult and what they would like to be different for future supervision.

Useful questions and responses for each stage of the model. pp 62-63

Contracting: Starting with the end in mind and agreeing how you are going to get there together

How do you want to use your time?

What do you most need to achieve in this session?

How could I (others) be most valuable to you?

What in particular do you want to focus on?

What challenges are you facing?

Listening: Facilitating the supervisee in generating personal insight into the situation.

Can you say more about that?

Are there any people involved that you have not mentioned?

How do other people - your boss, your colleagues, your team - see the situation?

Let us see if I can summarise the issue.

Exploring: Helping the supervisee to understand the persona impact the situation is having on themselves.

How are you feeling right now?

Are there any feelings you have not expressed?

Does this person remind you of anyone? What is it you would like to say to that person?

What pattern might you be repeating in this situation?

Action: Supporting the supervisee in committing to a way ahead and creating the next step.

What are the pros and cons of each possible strategy?

What is your long-term objective?

What is the first step you need to take?

When precisely are you going to do that?

Is your plan realistic? What is the percentage chance of your succeeding ?

Can you show me the opening line you are going to use in your next session?

Review: Taking stock and reinforcing ground covered and commitments made. Reviewing the process and how it could be improved. Planning the future review after the action has been tried.

What have you decided to do next?

What have you learned from this session?

In what ways have you increased your own ability to handle similar situations? What did you find helpful about this supervision process?

Review 2: Debriefing action taken between sessions.

How did what you planned work out?

How did you think you did?

What feedback did you receive?

What did you do well, and what could have been even better?

What can you learn from what happened?
