**Appendix E – Useful Questions to guide supervision – Prompts for reflective practice**

**1. Focusing on experience**

These questions aim to support accurate and detailed recall of events. A partial description of the situation can cause problems later in the cycle, but the right questions can help workers recall more detail, more accurately.

* What was your aim? What planning did you do? What was your role?
* What did you expect to happen? What happened?
* What did you say and do? What did the user say, do or show?
* What were the key moments and what stuck out?
* What words, non-verbal signals, interactions, sounds, images or smell struck you?
* What or who was hard to observe and what observations or concerns do other agencies have?
* What went according to plan and what didn’t happen?

**2. Focusing on reflection**

The questions aim to draw out feelings, they may bring out further information or may reveal the social workers underlying attitudes. They may also give clues about the personal factors complicating the social worker’s responses.

* What did you feel at the start of the visit/interview?
* Describe the range of feelings you had during the session and what did these remind you of?
* What patterns did you see in the visit? Are these familiar and have you encountered similar processes?
* Who/what does this user remind you of?
* What do you think the user was feeling? Based on what?
* Where and when did you feel most or least comfortable?
* What thoughts/ideas went through your mind during the session?
* What are the similarities/differences between this contact and your previous contact?
* What was left unfinished?

**3. Focusing on analysis**

These questions help with analysis by probing the meanings given to situations by the supervisee and user. They may help you identify what is not known or understood and lead to areas for further assessment.

* List three assumptions you, the co-worker or the user brought to the session.
* How do you define your role in this situation and how does your employer define it?
* What aims/outcomes for this session were or were not achieved?
* What went well, or not well and why? What other, possibly unexpected outcomes, did the session produce?
* How far did the session confirm or challenge your previous understanding or hypothesis about this situation?
* What new information emerged? What is not known?
* What bits of theory, training, research, policy or values might help you make sense of what was happening in this session?
* What areas of further assessment are required and what conclusion are you drawing from this work so far?

**4. Focusing on action plans**

These questions help translate the analysis into planning, preparation and action by identifying outcomes and success criteria as well as considering potential complications and contingency plans.

* In light of the reflection and analysis we’ve done, what’s your overall summary of the needs, strengths and risks for the service users in this situation?
* What are you responsible for in managing this situation and what needs obtaining before proceeding?
* What is urgent and essential? What would be desirable?
* What would be a successful outcome of the next session from your perspective? The user’s perspective?
* What are the best or worst responses from the user?
* What contingency plans are needed, what is the bottom line?
* Who needs to be involved (co-worker, supervisor, agency)? What would you like from them?
* Any safety issues for you or others? What can be done to minimise the dangers?