

SAME BOAT CONSULTING

BNI Steps for Supervision (Cheat Sheet) **Version 1: Addressing Patient-related Issues** (Adapted from the BNI-ART Institute)

1. Typical Visit

- Do you think we could take a moment to talk about your work with X client?
- Before we start, can you tell me a little about a typical visit with this client.

2. Pros and cons



- Help me understand, through your eyes, what are some of the good things about ***your current approach with this client?***
 - What are some more good things about ***what you're doing now?***
- What are some of the less good things about ***your current strategy?***
 - What are some other less good things about ***what you're doing now?***
- Summarize in the PN/CC's own words:
 - So on the one hand [list the PN's good things]
 - And on the other hand [list the PN's less good things]
 - So what are your thoughts about that? Where does that leave us?



3. Sharing information and discussion:

- Supervisor can ***share clinical POV***/professional knowledge about the issue (ie: discuss clt's diagnosis, best practices for working with these behaviors, MH theory on link between clt's past & current struggles) or
- ***Give feedback*** about your concerns with current strategy or recommendation for other approaches (ie: why "tough love" might be trigger for a client with trauma, benefits of body-oriented tx for client with anxiety)
- Ask PN what s/he thinks of the information?

4. Assess readiness to change

- On a scale from 1-10, with 1 being "not ready at all" and 10 being "completely ready," how ready are you to make a change in the way you are working with this client?
- You marked [1-10]. That's great. That means that you are [10-100%] ready to make a change.
- Why did you choose that number and not a lower one, like 1 or 2?
- Sounds like you have some important reasons to change.
- What are some options or steps that will work for you? What do you think you can do to feel more satisfied with your work with X patient?
- Tell me about a time when you overcame challenges in the past. What helped you then? Can something similar help you now?

0	1	2	3	4	5	6	7	8	9	10
Not Ready			Unsure			A little ready			Very ready	

5. Set a goal

- What are the specific changes you can start making right now?
- I've written down your plan to keep with you as a reminder
- Thank you for having this conversation with me

