

SAME BOAT CONSULTIN

BNI Steps for Supervision (Cheat Sheet) **Version 2: For Staff Behavior** (Adapted from the BNI-ART Institute)



1. Typical Work Day

- Do you think we could take a moment to talk about your *insert concerning behavior* (time management, boundary issues, stress)?
- Before we start, can you tell me a little about a typical work day for you.

2. Pros and cons

- Help me understand, through your eyes, what are some of the good things about *your current behavior*?
 - 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: impact of long-term stress, some benefits of clear boundary-setting) or
- *Give feedback* about how problem behavior is impacting the team (ie: lateness frustrating team mates and collaborating nurses)
- 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 this behavior?
- 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			Uncsure			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

