Reflecting Team Supervision: From the Mirrored Room to the Digital Zoom

Dr Leonie White & Dr Louise Munro

About the Presenters:

Dr Leonie White

- Clinical Family Therapist & Psychologist
- Co-Director Qld Institute of Family Therapy & Private Practice
- Creator: Helping Families Thrive Cards and Helping Families Thrive Strength Cards
- Background: Education Queensland, Centacare, CYMHS, Evolve Therapeutic Services, Education and Child Protection (Canada)
- Individual, couple & family work; foster, kinship and residential care work
- On-line courses for the public
- Individual and Group Supervision
- Training and Workshops
- Clinical Supervisor: QUT & Guest Lecturer UniSQ
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About the Presenters:
Dr Louise Munro

- Psychologist
- Director: Envision Support and Research www.envisionsr.com
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Envision Support & Research

MACRO Impact Consulting

- I started working life as a registered nurse, spent some time studying music, and later explored my way into psychology and academia. Work life balance means juggling lecturing in counselling and supervision at QUT, a small private practice, a beautiful family, and two Italian greyhounds.

“[T]he power of the reflecting team is not in the switching of rooms, but in the switching of perspectives.”
Judith Davis and William Lax, 1991: 1

In Freedman & Coombs, 1996

What We Will Cover Today

01

Reflecting Teams
Background

02

Reflecting Teams
What is it? (Process)
Why do it? (Rationale)

03

COVID-19
& the Move Online
Student Voice

04

COVID-19
& the Move Online
Learnings & Logistics
Mulitple Applications
Challenges

05

Experiential Activity

06

Discussion
Questions &
Reflections

Reflecting Teams

Reflecting Teams - Background

Key changes to the Milan model – Emphasised by Tom Andersen.

1. No speaking behind the glass so that ideas are local and diverse and not shaped/diluted by one influence or perspective acknowledgement of multiple truths/views

2. The only conversations professionals (the team) have are in front of clients so that whatever is said is fully available to the clients acknowledgement of power relations

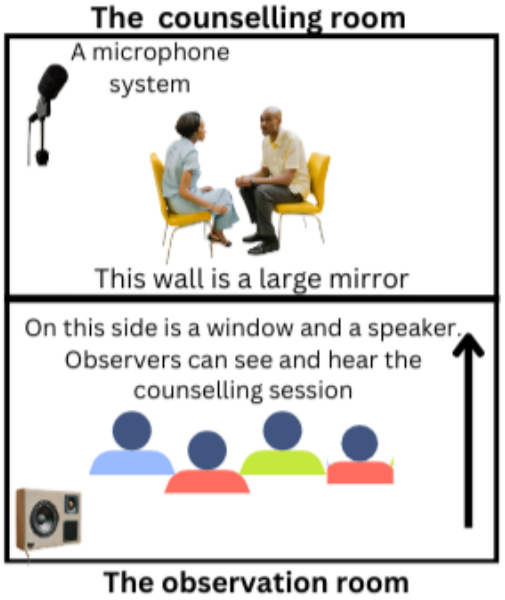
3. The team is invited by the clients to offer their reflections – sometimes the client gives a focus of direction to the team acknowledgement of the power of client to direct process of therapy, opportunities to challenge unhelpful discourses, invitation for multiple interpretations

4. Clients are invited to comment on reflections, make sense of them and take up or discard acknowledgement of power, multiple truths, language sensitivity, choices in decision making and power in the alliance, feedback from client re techniques or therapies that "fit"

The Reflecting Team Process

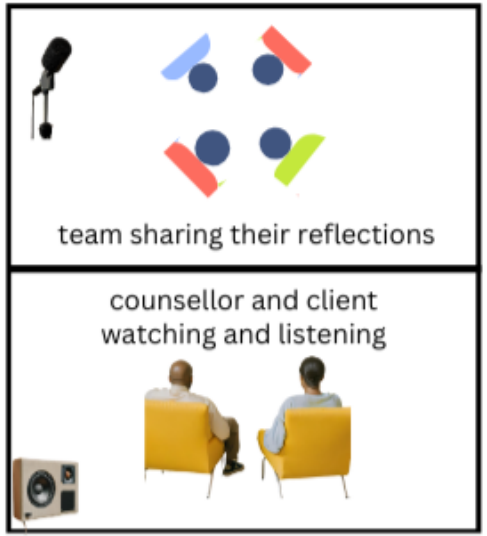
Stage 1

Counselling Conversation
The Team Is an Audience



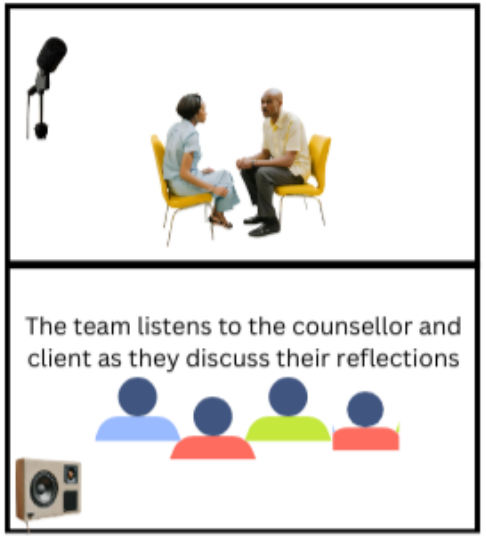
Stage 2

Swapping Places



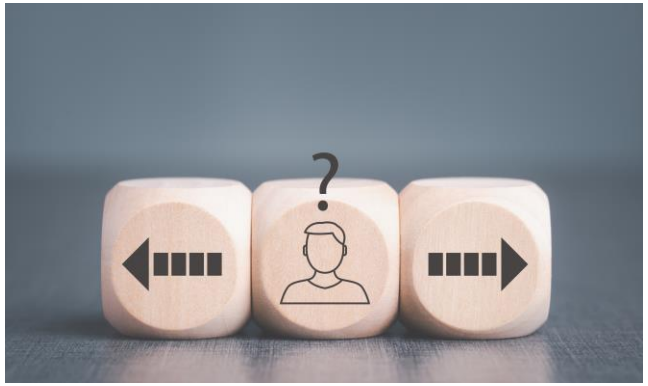
Stage 3

Swapping Back
Reflecting on Reflections



Reflecting Team Rationale

A powerful way of working with clients to generate therapeutic alternatives.



COVID-19 & the Move Online

Innovation in Reflecting Team Practice

COVID-19

Students trained for 3 years to see clients in person at clinic.
The move online was a response to the COVID-19 pandemic.

The QUT Clinic provides 2 valuable functions:

1. Training Counsellors
2. Making Counselling available and affordable

Online Accepted

Meeting online socially and for important life events, counseling online, supervision online, and even reflecting team practive online is now a part of the "way of the world"

Reach

Moving online has enabled the provision of counselling and supervision across Australia and Internationally.
This means that reflecting team practice could essentially reach around the world

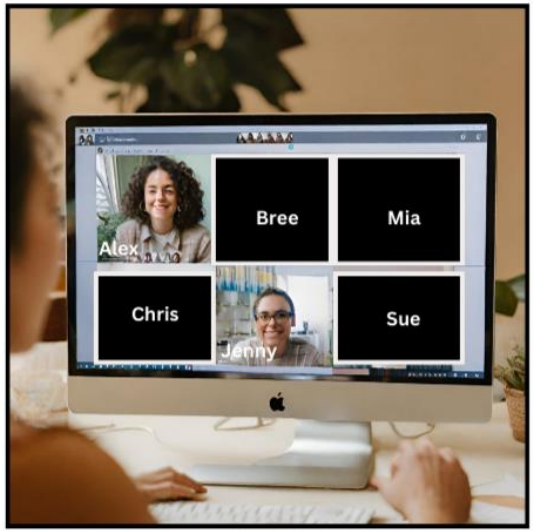
Implications

1. Reach and potential to support more supervisees
2. Reach for training and support when educating counselors and therapists
3. Increased opportunities for collaboration across Australia and the world
4. Increased options for service delivery

Innovation in Reflecting Team Practice

Stage 1

Counselling conversation
while the team observes



Stage 2

Swapping
places

Stage 3

Swapping back
Reflecting on Reflections

A “Normal” Option

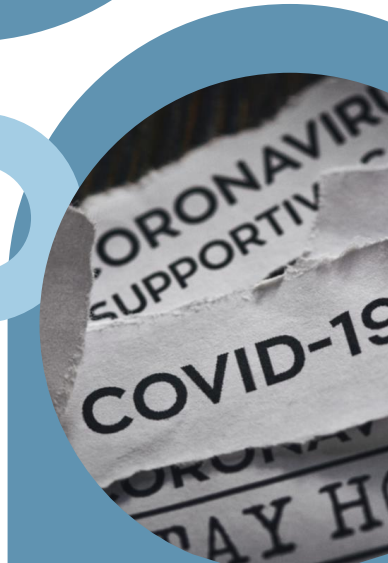
- Students trained for 3 years to work in the clinic, and then saw clients in the clinic for 6 weeks of their clinic year.
- The process was one of shifting, adjusting, and integrating changes into practice as a “normal” option.
- Now there are more options.

The Student Voice

What was the shift online like for you?

What did the adjustment involve for you? What was it like?

How have you integrated online work into your practice since 2020?



Learning & Logistics

A shout out to our team(s) whom we learned a lot with and from.
In 2020 & beyond.

Not Rocket Science

But Thoughtfulness & Intentionality Required

Details Matter

Working from Home as a Professional

Confidentiality

- Consider family & room mates
- Sound Proofing (test the walls)
- Use earphones
- Note taking & note storage

Kids & Family

- Avoid incidental pop ins
- Avoid accidental nudity!
- Bandwidth: who else is online?

Being Professional in a Personal Space

- Background
  - What can be seen?
  - Blur
- Appearance
  - Clothes, earrings, scarf
  - No PJs
- Attitude/Role
  - Don't get too relaxed
- Remember it's a meeting not a webinar

Logistics

Familiarity

- Familiarity is key (general & different devices)
- For the therapist/supervisor
- For the therapist/supervisor to coach the client
- Predict problems (e.g., zoom update) and get ready early

Back Up Plan

- Ensure you have the client's phone number and that they have a contact number/email for you
  - Microphones help
- Phone on speaker when zoom audio doesn't work

Computer Set Up

- Lighting in front & no backlighting
- Fitting onscreen (Clients; Reflecting Team)
  - Speaker View
- Name but no photos on zoom "profile"
- Beware the echo – keep laptops separate

Ergonomics

- Seating (height and comfort)
  - Screen height
- How close or distant is the screen? Do you want your gestures to be seen?

Being Human

All in this Together

- Kindness to self
- Kindness to others
- Clients are really understanding
- 1 + 1 = 3
- Showing up for each other matters

Concentration & Engagement

- Conscious and intentional in focus on concentration
- Self-regulation
    - For you and your clients
- Fidgets
    - For you and your clients

Work/Life/Self & Collective Care

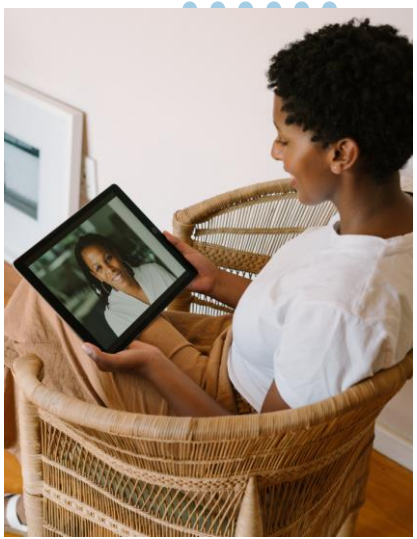
Balance or Rhythm

- Boundaries for the protection of the trainee/counselor/supervisor
- “almost irresistable invitations” to overfunction e.g., planning sessions, notes

Self-Care & Collective-Care

- Maintaining boundaries
- Accessing support if needed from a colleague or supervisor

Multiple Applications



Challenges

Staying connected as a team when working from home

RT work outside a teaching context

Experiential Activity & Discussion

Thanks!

PPT format attribution:
https://slidesgo.com/

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