

6.2 SUPERVISING PEERS: SUPPORTIVE SUPERVISION

READ MORE: TROUBLESHOOTING

Troubleshooting Difficult Cases and Supporting Peer Efforts

Supportive supervisors will find that peers will bring their most difficult client scenarios to supervision. If a supervisor finds that a peer is not doing so, it may be prudent to check in with the peer about whether or not he/she is getting enough support. This is also an indication that more trust needs to be built between supervisor and peer.

The BALANCE Model is an easy-to-remember checklist that provides supportive supervisors with a plan for helping a peer troubleshoot a difficult client scenario.

BALANCE Model for Supportive Supervisors

B- Be Present	Breathe, focus, relax
A- Ask Open-Ended Questions	What, How, Why
L- Listen	Stay open-minded.
A- Affirm	Make positive statements. Remember body language. This includes being responsive nonverbally.
N- Normalize Feelings	Feelings can't be controlled; actions can. Discussing feelings often leads to more appropriately managing actions.
C- Check Counter-transference - Challenge Assumptions - Consider Alternatives	What does this remind you of? Who does this remind you of? In what way are we sure we're right about this? What are other ways to approach this?
E- Express Appreciation!	"You are doing such good work." Be specific about the good work and say, "Thank you!"

In addition to the BALANCE Model, there are three additional supervisory approaches: Identifying and Building on What Works; Realistic Expectations for Self and Clients; and Helping Peers Balance Flexibility and Boundaries to Peer/Client Distress. These can be found in the [Supportive Supervision Tools](#) resource in the [Resources](#) for Section 6 (Supervising Peers). In addition, [Read More: Tasks and Tools for Developing a Supportive Approach](#) contains further information about troubleshooting difficult cases.

This "Read More" section accompanies Section [6.2 Supervising Peers: Supportive Supervision](#), part of the online toolkit, *Building Blocks to Peer Program Success*. For more information, visit http://www.hdwg.org/peer_program/program_dev.