

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	What does this remind you of? Who does this remind you of?
- Challenge Assumptions	In what way are we sure we're right about this?
- Consider Alternatives	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](#) in the [Program 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://peer.hdwg.org/program_dev