

## Support and Supervision Competences

### Module 10 Conducting supervision and appraisal meetings

#### 10 Conduct supervision and/or appraisal meetings

**To do this you need to be able to:**

1. Have a planned approach to annual appraisal
2. Be responsive to individual needs e.g. for more frequent or ad hoc supervision meetings when necessary.
3. Agree the frequency of supervision meetings with the people you are supervising and explain to them the purpose and scope.
4. Plan an effective supervision/ appraisal meeting
5. Identify individual development opportunities and needs.
6. Seek feedback on the worker's needs and how you can better meet them or support them better
7. Agree individual action and development plans
8. Show respect for the worker and work in a positive and constructive way to resolve any disagreements.
9. Keep records of outcomes agreed.

**Before doing this you need to:**

- a) Understand why regular supervision and annual appraisal meetings are important
- b) Know your organisation's development strategy and objectives and how the individual worker's role fits with them
- c) Know the strengths, weaknesses, role and responsibilities of the person you are supervising/ appraising
- d) Know and apply the elements of an effective supervision/ appraisal meeting
  - Plan beforehand
  - Set and review performance objectives
  - Measure progress against performance objectives
  - Give positive reinforcement and developmental feedback
  - Create a supportive environment for an open exchange of views
  - Agree actions on the way forward
  - Maintain confidentiality
- e) Use appropriate questioning and listening skills to encourage maximum contribution from the person you are supervising/ appraising.
- e) Show respect for the person you are supervising/ appraising.

	<ul style="list-style-type: none"><li>f) Be open to feedback and to acting on the feedback to improve/change the way you work.</li><li>g) Know informal and formal ways of resolving disagreements.</li><li>h) Know bureau/citizens advice and other appropriate requirements for supervision/ appraisal meetings and record keeping.</li></ul>
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