Clinical Supervision & Professional Development

Chapter One: Introduction

1. Effective supervisors observe, mentor, coach, evaluate, and inspire, while:

   A. Building teams and creating cohesion
   B. Resolving conflict and shaping agency culture
   C. Attending to ethical and diversity issues
   D. All of the above

Rationale

2. Which of the following is NOT an accurate statement about clinical supervision?

   A. The first aim of clinical supervision is to ensure quality services and to protect the welfare of clients
   B. Clinical supervision is how counselors in the field learn, and it is much more important than classroom education
   C. Supervision has a direct impact on workforce development as well as on staff and client retention
   D. Supervisors have a legal and ethical responsibility to ensure quality care to clients and to maintain program policies and procedures

Functions of a Clinical Supervisor

3. The roles of the clinical supervisor include teacher, coach, mentor, and _________.

   A. Counselor
   B. Supporter
   C. Consultant
   D. None of the above

Central Principles of Clinical Supervision

4. Supervision needs to be tailored to the knowledge base, skills, experience, and assignment of each counselor.
Guidelines for New Supervisors

5. New supervisors should ask for a period of one month to learn about their new role, and should use this time to find their managerial style.

A. True
B. False

Models of Clinical Supervision

6. The model of supervision that incorporates descriptive dimensions and addresses contextual dimensions into supervision is part of which orientation?

A. Competency-based approaches
B. Treatment-based models
C. Developmental approaches
D. Integrated models

Developmental Stages of Counselors

7. There is a logical sequence to counselor development, although it is not always predictable or rigid.

A. True
B. False

Cultural and Contextual Factors

8. The ability to honor and respect the beliefs, languages, interpersonal styles, and behaviors of those receiving services, as well as staff who are providing such services is known as:

A. Cultural orientation
B. Cultural relevance
C. Cultural competence
D. None of the above

9. When people experience cultural incapacity, they see all cultures and people as alike and equal, and they discriminate by ignoring culture.
A. True
B. False

Ethical and Legal Issues

10. Ethical standards should always tell the professional what to do, and how to do it.
A. True
B. False

Dual Relationships and Boundary Issues

11. Which of the following accurately describes dual relationships and boundary issues?
A. Dual relationships can occur at several levels, but the most dangerous is between supervisors and supervisees
B. Examples of dual relationships in supervision include providing therapy, developing an emotional relationship, and becoming an Alcoholics Anonymous sponsor for a supervisee
C. Firm and always-or-never rules must be applied to the supervisor/supervisee relationship in order to maintain appropriate boundaries
D. All of the above

Deciding How To Address Potential Legal or Ethical Violations

12. Questions that may be asked when determining if there is a legal or ethical violation include each of the following EXCEPT:
A. Was there a duty-to-warn or duty-to-act situation to which the counselor failed to respond?
B. Was there an unrecognized duty to report dependent abuse or a breach of confidentiality?
C. Was any damage incurred as a result of the counselor’s behavior?
D. Did an inappropriate or unprofessional action occur?

Individual Development Plan

13. An individual development plan is a detailed plan for supervision that includes the goals the supervisor and the counselor wish to address over a certain time period.

A. True
B. False

Evaluation of Counselors

14. Clients are often the best assessors of the skills of the counselor, so supervisors should routinely seek input from the clients as to the outcome of treatment.

A. True
B. False

15. An organization’s culture and policies should encourage counselors to develop a life that does not revolve around work, and allow for appropriate use of time off and self-care without punishment.

A. True
B. False

Methods of Observation

16. Which of the following is NOT a correct statement about direct versus indirect counselor observations?

A. The supervisor’s understanding of the session will be improved by direct observation of the counselor, which is much easier today, with the variety of technological tools that are available

B. A disadvantage of indirect reporting is that a counselor will recall a session as he or she experienced it, either positively or negatively
C. A supervisee might claim client resistance to direct observation, but this is more likely to be reported when the counselor is anxious about being taped

D. Typically, a supervisor can get a fairly accurate picture of the counselor's competency just by observing one session

17. Some disadvantages of live observations are that they can be intrusive and anxiety-provoking for all involved.

A. True
B. False

Practical Issues in Clinical Supervision

18. While the time frame for clinical and administrative supervision should be short-term and ongoing, the time frame for counseling should be:

A. Open-ended
B. Based on the amount of personal growth and change achieved
C. Based on client needs
D. Determined by the counselor and supervisor

19. Unresolved personal conflicts of the supervisor, activated by the supervisory relationship, is an example of supervisor transference.

A. True
B. False

Finding the Time To Do Clinical Supervision

20. Small group practices and agencies with limited funding for supervision may benefit from ________ supervision.

A. Peer
B. Triadic
C. Intensive
D. Group

Structuring the Initial Supervision Sessions

21. It is very important to establish a climate of cooperation, collaboration, trust, and ___________ during the first few supervision sessions.

A. Comfort
B. Clarity
C. Genuineness
D. Safety

Methods and Techniques of Clinical Supervision

22. With case consultation or case management, the validity of a self-report is dependent on the supervisor’s experience and the counselor’s insightfulness.

A. True
B. False

23. The number of supervisees reporting to one supervisor should be no more than ten.

A. True
B. False

Chapter Two: Vignette 1-Establishing a New Approach for Clinical Supervision/How to Provide a Rationale for Clinical Supervision

24. Improving counselor’s knowledge and skills while offering a forum to implement evidence-based practices within an organization are considered administrative benefits.

A. True
B. False
How To Implement Direct Observation or Videotaping

25. Counselors should explore client concerns about taping and observation, and if the client objects, the counselor must respect that choice and ask another client.

A. True
B. False

26. A colleague who has experienced direct observation and found it helpful may be a good person to speak to about supervision, and he or she may be referred to as:

A. A role model
B. An advisor
C. A mentor
D. A champion

27. It may be necessary for a supervisor to openly address staff resistance, but the skill is in knowing when to address and when to deflect the resistance.

A. True
B. False

28. Mentorship is a formalized relationship between a skilled professional and a mentee and is established to enhance the mentee’s career by:

A. Providing leadership and support
B. Creating respect and collaboration
C. Building skills and knowledge
D. Advising and modeling acceptance

Vignette 2-Defining and Building the Supervisory Alliance
29. Although there are models and standards of clinical supervision, every agency needs to develop its own clinical supervision approach.

A. True
B. False

30. Which of the following most accurately describes Level 3 supervisors?

A. Balanced levels of self-awareness, motivation, and autonomy
B. Driven by alternating anxiety and self-confidence, while feeling the need to be independent
C. Mechanical in their methods, with the need to assert their leadership and position
D. All of the above

How To Write a Supervision Contract

31. The legal and ethical contexts of supervision as well as sanctions for noncompliance by either the supervisee or supervisor should be included in a supervision contract.

A. True
B. False

Vignette 3-Addressing Ethical Standards

32. Each of the following is a learning goal when addressing ethical standards EXCEPT:

A. Demonstrating supervisory interventions to help the counselor find appropriate professional boundaries with clients
B. Helping counselors learn and integrate a process of ethical decision-making into their clinical practice
C. Demonstrating skills in addressing transference and countertransference issues as they arise in clinical supervision
D. Monitoring appropriate training for counselors in the area of ethical and legal standards
33. Which of the following is a true statement about the differences between duel qualities and dual relationships?

A. Duel relationships are inevitable in certain communities

B. A duel relationship has the potential for the abusive use of power, where harm might be done to the client through manipulation

C. There is really no difference between a dual quality to a relationship and a dual professional and personal relationship

D. None of the above

34. Steps to ethical decision-making include:

A. Recognizing the ethical issues by asking whether there is potentially something harmful personally, or clinically

B. Evaluating alternative actions through an ethics lens

C. Making a decision and testing it

D. All of the above

Vignette 4-Implementing an Evidence-Based Practice

35. When introducing changes in clinical practices, it is important to be ________________ when approaching staff who are experiencing resistance to change.

A. Kind and compassionate

B. Understanding but determined

C. Flexible yet firm

D. Respectful and helpful

36. An effective supervisor is able to establish trust by serving as a team leader, inspire staff through encouragement and motivation, and take appropriate risks to initiate change.

A. True

B. False
Vignette 5-Maintaining Focus on Job Performance

37. When addressing how personal issues affect job performance, the key question should be, “How can you improve your job performance regardless of personal troubles?”

A. True
B. False

38. Which of the following is NOT one of the ways that countertransference impacts the counseling relationship?

A. A counselor’s personal issues may contaminate how he or she sees the client’s issues
B. The counselor may distance him or herself or avoid discussion when the client’s issues come to close to home
C. The counselor may have negative reactions to the client, based on the counselor’s current life issues
D. Counselors may disregard the client’s needs if too focused on their own issues

Vignette 6-Promoting a Counselor From Within

39. New supervisors who are promoted from within need to be considerate of staff reaction to the promotion and acknowledge the need for teamwork.

A. True
B. False

How To Demonstrate Leadership

40. Quality leadership includes a networked team-based approach that values participative leadership and staff empowerment, bottom-up management, and:

A. Appropriate risk taking and fairness
B. Team input and collaboration
C. Communication and initiative
Vignette 7-Mentoring a Successor

41. A level 3 supervisor needs superior vision, which requires maturity, ____________, and wisdom.
   A. Serenity
   B. Nurturing
   C. Strength
   D. Understanding

42. Mentorship is a special kind of professional growth opportunity, and it is very similar to other supervisory models.
   A. True
   B. False

43. The mentoring program where participants attend a 5-day training session to assess leadership and management skills is known as the The Michael E. Townsend Leadership Academy.
   A. True
   B. False

Vignette 8-Making the Case for Clinical Supervision to Administrators

44. When attempting to justify the need for a comprehensive supervision program, it is important to remember that administrative staff is most likely to be concerned about:
   A. Legal and ethical requirements
   B. Credentialing or accreditation requirements
   C. Costs and cost benefits
   D. All of the above
45. In many agencies, administrators may not have a clinical background and thus may not understand the differences between case management and clinical supervision.

A. True
B. False

How To Implement a Clinical Supervision System

46. The critical aspects in rolling out a clinical supervision system include each of the following EXCEPT:

A. Administrative support and training of supervisors
B. Consistency of the message that supervision is here to stay and that clinical supervision is a requirement of the agency
C. At least 4-5 hours of education training sessions that explain the rationale for supervision
D. Time to implement the system, acknowledging and working through staff resistance to change.

PART TWO: A GUIDE FOR ADMINISTRATORS--Chapter One: Benefits and Rationale

47. A successful clinical supervision program begins with the support of clinical staff and experienced supervisors.

A. True
B. False

Assessing Organizational Structure and Readiness for Clinical Supervision

48. The following organizational issues should be considered by an agency before a clinical supervision system is implemented:

A. Theoretical considerations
B. Communication styles
C. Organizational context and motivation
D. Agency hierarchy and structure
Legal and Ethical Issues for Administrators

49. Administrators must be concerned about __________ liability.
A. Direct and vicarious
B. Informed and implied
C. Reasonable and rational
D. None of the above

Developing a Model for Clinical Supervision

50. An effective model for clinical supervision will keep the target clear, which is to ensure that the supervisee receives necessary skills and training.
A. True
B. False

Phasing in a Clinical Supervision System

51. Designing initial supervisory goals and measurable objectives for each counselor is part of which phase of the clinical supervision system?
A. Phase IV
B. Phase III
C. Phase II
D. Phase I

52. Formative evaluation is an established process that rates employees’ overall ability to do their job and evaluates their fitness for duty.
A. True
B. False
Supporting Clinical Supervisors in Their Jobs

53. An agency can make supervision a priority by making a clear statement of the importance of supervision and providing the resources needed to perform this function.

A. True
B. False

Chapter Two: Assessing Organizational Readiness

54. The initial organizational assessment includes all of the following conditions EXCEPT:

A. Does the staff have a common set of goals?
B. Do administrators model a norm of integrity?
C. Does the organization promote professional development?
D. Is the support for clinical supervision appropriately generous?

Legal and Ethical Issues of Supervision

55. An informed consent template should include the purpose of supervision, professional disclosure, supervision process, and due process.

A. True
B. False

Supervision Guidelines

56. An organization's guidelines should clearly state the frequency of supervision, ongoing feedback procedures, and commitment to ongoing professional development.

A. True
B. False

Clinical Supervision Policy and Procedure
57. Policies suggest that each supervisee will receive _____ hours of supervision monthly, and _____ percent of this time should be devoted to clinical supervision.

A. 7; 55
B. 6; 60
C. 5; 45
D. 4; 50

Documentation and Recordkeeping

58. Although documentation is not required as part of supervision, it is strongly recommended as a risk-management tool for organizations and agencies.

A. True
B. False

Evaluation of Counselors and Supervisors

59. Most evaluation guidelines and tools identify general areas of competence to assess, and these include knowledge, skills, and:

A. Judgment
B. Attitudes
C. Motivation
D. Professionalism

Outline For Case Presentations

60. Which of the following is NOT likely one of the purposes for the case study format?

A. To explore the client's clinical needs
B. To process relational issues in counseling
C. To evaluate the counselor's practical skills
D. To promote self-awareness for the counselor