

Group 2: supervisors and managers

Image not found or type unknown



Helpful skills and knowledge for people in group 2 who want to work in a strengths-based way.

First published: 29 January 2025

Last updated: 4 February 2025

This document was downloaded from socialcare.wales and may not be the latest version.

Go to <https://socialcare.wales/resources-guidance/improving-care-and-support/personal-outcomes/embedding-the-outcomes-approach/not-just-training-strengths-based-practice-in-social-care/not-just-training-group-2-supervisors-and-managers> for the latest version.

Helpful skills and knowledge for people in group 2 who want to work in a strengths-based way.

We recommend that managers and supervisors in social care in Wales are familiar with strengths-based approaches.

People who supervise in a strengths-based way promote positive outcomes for their colleagues and the people they support.

They should have done all the group 1 training.

Who's in this group

This group includes anyone who manages or supervises someone else.

They could be:

- line managers
- team leaders
- service managers
- supervisors
- practice assessors
- mentors.

Knowledge

It's helpful for everyone in this group to understand:

- the key principles of strengths-based practice and their role in supervision
- how the key principles of strengths-based practice promote positive cultures and staff well-being
- how – and if – their organisation’s policies and guidelines support strengths-based practice in supervision
- why it’s important to do regular training and practice.

They should also know about the models of strengths-based practice and the most recent research and evidence behind these.

Skills

People in this group should be able to:

- use research in everyday practice
- lead by example, and use strengths-based practice to manage and supervise staff
- record a supervision session in a strengths-based way
- build strong, trusting and respectful relationships with everyone they work with, including the people they supervise, by:
 - engaging patiently with the person on their level
 - focusing on what matters
 - being sensitive to their needs and lived experiences
 - thinking of the possibilities for that person (also called ‘evoking’)
 - planning *with* the person rather than *for* the person.
- have difficult conversations in a compassionate way – for example:
 - when advocating for an individual’s rights when other people don’t agree
 - during performance reviews.

- use strengths-based practice in supervision sessions to agree clear outcomes and find out what motivates them
- support colleagues to understand strengths and risks and develop safety plans
- monitor their team's quality of work in line with strengths-based practice
- use strengths-based practice to manage services and work with partners and stakeholders, including inspectors
- listen to – and advocate for – other people who work in a strengths-based way.

How to support people in this group

You can support people in this group by:

- working towards a positive culture in your organisation
- working [to the values of strengths-based practice.](#)