

ADDITIONAL CASE STUDIES – SCENARIO 3

I SIMPLY MUST FIND TIME TO TALK TO HIM!

The supervisor is very busy. She feels rushed and overwhelmed, and she hasn't found time to give the student any feedback. The student has come to work several times improperly dressed and with a cavalier attitude. There was also an incident in which the student offended a social worker at the institution. The supervisor comes across the student in the hallway and starts discussing these issues with him. (B. Gaipman & A. Anthony, 1993)

Traps

- The supervisor gives feedback in public.
- The supervisor's own frustrations influence the feedback she provides.

Guidelines

- The supervisor makes an appointment with the student.
- The supervisor uses specific examples of behaviour.
- The supervisor provides feedback as part of a plan enabling the student to improve and set goals for himself and enabling the supervisor to monitor the situation.