

ADDITIONAL CASE STUDIES – SCENARIO 2

LET'S GO AND TALK!

The supervisor has heard from colleagues and from relatives of several patients that the student was rude and abrupt. The supervisor feels that the student is too full of himself. The student does have good skills but seems to lack motivation. A supervisory meeting has been arranged to discuss these points. (B. Gaipman & A. Anthony, 1993)

Traps

- The supervisor focuses only on the negatives.
- The supervisor provides feedback about personality, not behaviour.
- The supervisor's own frustration interferes with her objectivity and ability to give constructive feedback.
- The supervisor decides not to provide any feedback because of the student's good understanding of theory.
- The supervisor does not check the information and acts solely on reported behaviours as opposed to facts she has observed for herself.

Guidelines

- The supervisor explains the importance of interpersonal skills as part of professional practice.
- Putting the entire emphasis on the negatives crushes the student's motivation. The supervisor should be constructive and capitalize on the positives.