

experience as shift supervisor I believed that one can identify his/her weakness and lacking in a better way, so encouraged them to speak about their deficiencies, then I used to help them in fulfilling their developmental needs.

4.5- Goal of my organization is to deliver a high standard of care. In order to achieve this goal, my organization has set strategies, policies, and standard operating procedures. For fulfillment of our final goal supervisors are dedicated to measure performance of each supervisee. I think this is a best chance to review the effectiveness of performance.

4.6- In all circumstances challenges remains constant. There are many challenging situation, but these situation vary from person to person. For example a situation is challenging and critical for me and for others it is matter of routine. Everyone should be encouraged to express his/her challenging situation, to get rid of that situation. As far as my work experience as a supervisor is concerned, I always encouraged my supervisee to express themselves.

4.7- It is important that all supervision discussions are promptly recorded to support completion of agreed actions within agreed timescales and to avoid any confusion or disputes. As part of the supervision agreement discussion the supervisee and supervisor should agree who will be responsible for keeping a record of the session and how this should be done (handwritten, electronic, etc.) Recording during the supervision session whether on paper or on computer can be time consuming. It may be better to pause to record at natural points during the session or to make notes during and write them up afterwards.

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5.1- I have faced many conflicting situation during my work experience. I observed that 2 of my staff team tended to reach late to their shifts. I observed them for a week then asked them if there was any reason behind it. They did not reply satisfactorily. I tried to persuade them, but initially I found it difficult. I gave personal objectives to each team member on individual basis, which will enforce them to avoid their non-professional behavior. For example I gave one objective to one of team member to conduct the medication preparation at the beginning of the shift.

Another objective for the other member was to come on time and avoid extra hour duty. It means the person who will come late, will be penalize with extra hour duty without compensation.

These objectives have resulted positively with their punctuality eventually.

5.2- When conflict occurs, the supervisor and the supervisee have a shared responsibility to acknowledge the conflict and to take actions to resolve or manage the conflict.

Conflictual relationships in the workplace are always stressful and in the interest of healthy functioning teams the supervisor, supervisee, and line managers should aim to resolve the conflict as soon as possible. In my 5 years of experience in the care setting, I only experienced one conflict during professional supervision process and it was due to lack of effective communication, leading to misunderstandings. The conflict was resolved at the end of the supervision however I felt how unpleasant it can be and how a work relation can be affected.

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6.1- In order to evaluate each employee in my organization Human Resources made a policy to assess performance on annual basis. For this purpose HR designed assessment form which were intended to assess; current performance, future needs and professional behavior. Supervisor was supposed to assess each employee according to those assessment's criteria and report to HD. I gave a suggestion to Human Resource to get assessment of supervisors