Promoting reflection and new understanding in online clinical group supervision

Mikko Pohjola, project researcher, specialist in work and organizational psychology, PhD, University of Jyväskylä, Finland
Risto Puutio, PhD, MSc (Systemic Practice & Organization Studies), Metanoia Institute, Finland
Virpi-Liisa Kykyri, Associate professor, PhD, Department of Psychology, University of Jyväskylä, Finland

REDUCING STRAIN AND INCREASING GAIN OF REMOTE WORK GROUP MEETINGS WITH PHYSIOLOGICAL INDICATORS

Our aim was *to understand what kind of interactional practices supervisors use to promote shared reflection and new understanding in online group supervision*

CLINICAL GROUP SUPERVISION: Through conversations, new meanings can emerge that may promote supervisees' professional development and offer them new options and possibilities for working with their clients (Bobele et al. 2014; McNamee, 2021).
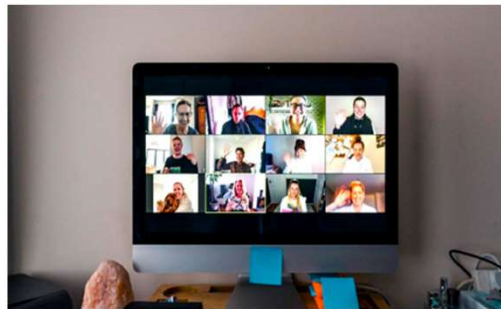
Mikko Pohjola, Risto Puutio & Virpi-Liisa Kykyri | University of Jyväskylä, Finland, Metanoia Institute, Finland

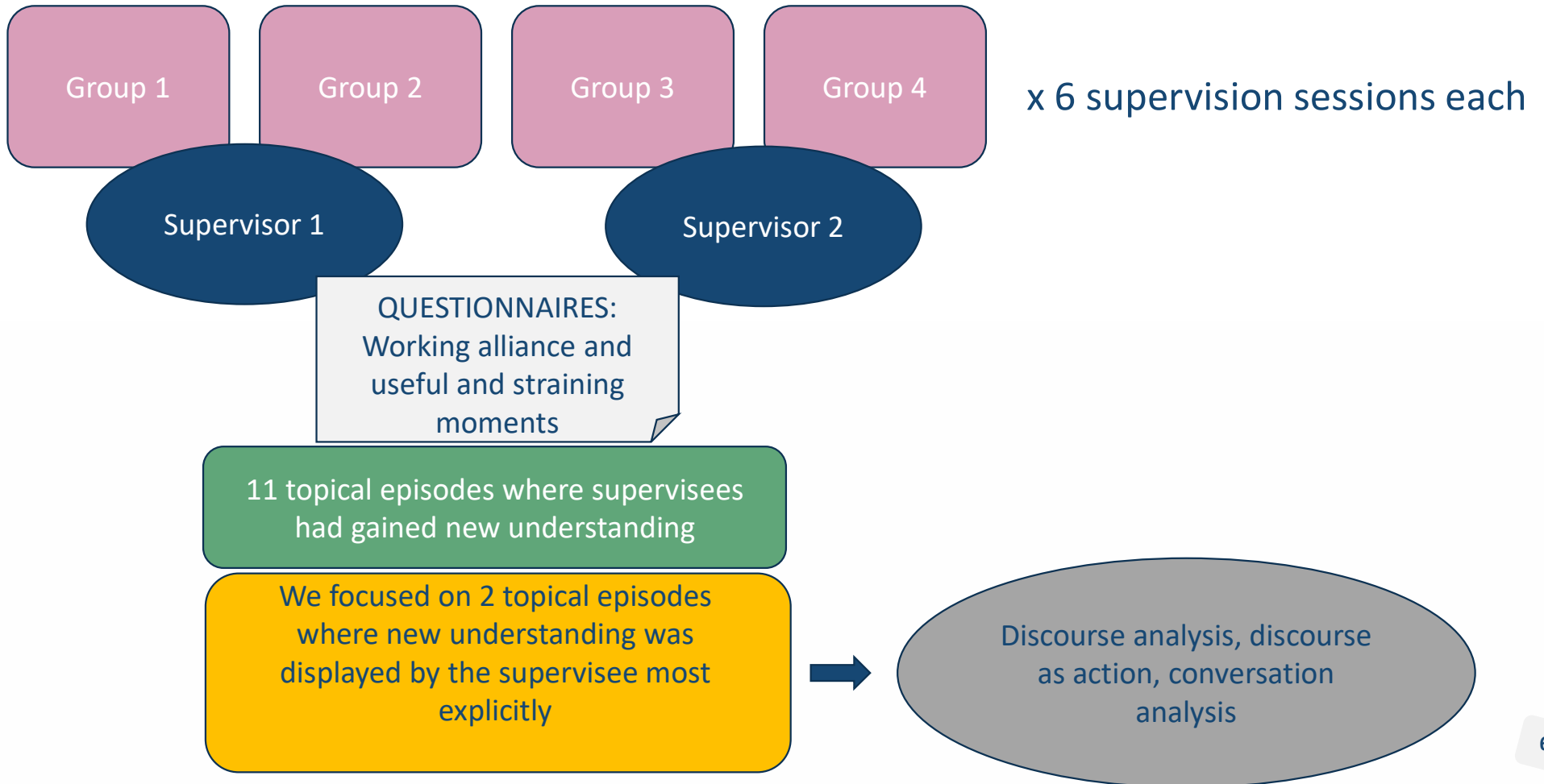# CHALLENGES RELATED TO ONLINE COMMUNICATION

- Engagement (Pohjola et al., in press)
- Different organization of speech turns (Nakatani et al., 2021):
    - less speaker-to-speaker exchanges
    - longer lengths of speech turns
    - less interruptions
- Difficulty in generating ideas collectively (Nakatani et al., 2021)
- Difficulty in establishing relationships and to build trust (Kumar et al. 2021).

Working online may require that the supervisor is more active in "orchestrating" of the session than in face-to-face meetings

(Burbach and Helps, 2022)

DATA

| Group 1 | Group 2 | Group 3 | Group 4 |

x 6 supervision sessions each

Supervisor 1

Supervisor 2

QUESTIONNAIRES:
Working alliance and useful and straining moments

11 topical episodes where supervisees had gained new understanding

We focused on 2 topical episodes where new understanding was displayed by the supervisee most explicitly

Discourse analysis, discourse as action, conversation analysis

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FINDINGS:
Supervisor's interactional practices in promoting shared reflection and creation of new understanding in online group supervision

Inviting the supervisees to orient toward each other:
"what would be good to reflect on together?"

Inviting the supervisees to share their own experiences and ideas:
"Well, what do others say for your own part?"

Promoting enrichment of meanings by using supervisor's own expertise as a discursive resource

Challenging the supervisees to take a new perspective by shifting the focus of conversation

Giving feedback:
"If I was your client and you would talk to me that way, I would feel…"

DISCUSSION AND CONCLUSIONS

- Despite the lack of kind of "overlapping, messy conversation that is so familiar with groups of connected and connecting people" (Helps, 2020, p. 106), it is possible to have meaningful dialogue in remote meetings that creates conditions for creation of new meanings and insights.

- To promote participant engagement, finding a topic that is meaningful to every participant may be especially important in online meetings where it is easier than in face-to-face meetings to withdraw from the shared conversation.

- With their interactional practices the supervisor's created the "sense of place" and "sense of being together" and invited mutual awareness that according to Biocca et al. (2003) is the "essence of social presence" (p. 463).

- We focused our analyses solely on the "best case scenarios". It is possible, and even likely, that the supervisors used similar interactional practices also in other episodes but with different interactional outcomes. Analysis of these instances as well would have made better visible the complexity of conversations and meaning-making processes.

- The lack of comparative data from face-to-face supervision sessions can be considered as a limitation.

- In the further studies it would be important to study if the interactional practices that seemed to promote creation of new understanding in our data would be useful in promoting generation of new understanding in other kinds of online work group meetings with the goal of generating ideas, learning or team building as well.

Mikko Pohjola, Risto Puutio & Virpi-Liisa Kykyri | University of Jyväskylä, Finland, Metanoia Institute, Finland

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Mikko Pohjola

mikko.j.pohjola@jyu.fi

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