

Questioning for supervision and coaching

This resource is part of a training and coaching resource on the subject of general supervision and supervision for business planning, marketing and fundraising. This resource can be used as a guide for individuals or used in training, supervision and coaching contexts.

Part A is for coaching and supervision in general and Part B is for business planning purposes

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PART A) QUESTIONING FOR WORKERS IN A SUPERVISION SESSION

Helpful supervision is partly about asking people the right questions. Reflection is required before taking action, especially where people are trying to manage complex work, relationships and projects and juggle all kinds of different demands.

PART A) GENERAL QUESTIONS:

1. Which areas of your work need reflecting upon? (to help you to understand where you are now)
2. Which areas feel as though they are working as well as they can and which feel like they need to be analysed and acted on?

e.g.

- development of work programme/service
 - operational issues of the service/activity
 - personnel
 - finance and funding
 - promotion and marketing
 - governance
 - management
 - evaluation/monitoring
 - working relationships
 - team building
 - project management
3. Picking one or two of these work area headings list what is going well and what needs attention and improvement?

PART B) QUESTIONING FOR BUSINESS PLANNING AND FUND-SEEKING

1. What is your overall aim? What are your additional aims? Related to this what do you want to see changed?
SEE WORKSHEET BELOW
2. What are your objectives? What are the things you want to put in place in order to meet your aims?
SEE WORKSHEET BELOW
3. How are you going to put your objectives (your project, service, facility or other kind or activity) in to place?
4. Why is your activity needed? What is the gap you are filling or the need/demand you are meeting?

5. What will these activities costs?

6. How much do you plan to raise from each source?

You might want to take care about how much of this you share with funders where there is such uncertainty.

7. What benefits will be achieved? What benefits will be achieved for the given cost/s?
8. Who has to be involved in your activities to make them work?
9. What are the time-scales for your activities? What things have to happen first? What is the 'critical path'?

PROJECT AND SERVICE DEVELOPMENT – HOW TO PLAN YOUR OUTCOMES AND MAKE A GOOD CASE.

Looking at *outcomes, inputs and outputs* is about making explicit the activities that you are providing and who is going to benefit from these activities. Funders usually need you to specify your outcomes, inputs and outputs so they can see what they can be getting back for their money. In much the same way you as a customer make the calculation about what good things are you going to get from your purchase.

Outcomes are the difference that your service is going to make to your target people, individuals or overall community. In the long term, how will the community benefit and what difference will your project make to the lives of the people and communities?

Inputs are the activities you undertake to deliver your service or project, in other words, the resources that you put into place in order to make your project happen.

Outputs are the actual day to day activities, services, opening times, sessions run etc. that you put into place to reach your outcomes.

Below are some examples:

A parents support project for people with disabled children –

Outcomes Parents better able to cope with children who have a disability; better skilled at helping their child to flourish.

Inputs Exploring the need and solutions; devising a project plan; setting up a counselling project; and creating a network (further projects to be aimed for)

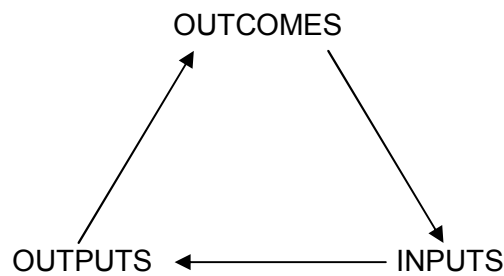
Outputs A counselling programme for 20 parents over 6-10 weeks with the whole programme taking 6 months. Further projects to follow

Training and employment project for homeless people

Outcomes Homeless people gain in self confidence and acquire new skills/qualifications or secure a job..

Inputs Outreach workers provided from a number of agencies in order to recruit people to the scheme; skilled trainers required for delivering one-to-one support and group training sessions; and premises needed for providing the service.

Outputs A specific number of one-to-one support sessions, and group training sessions provided over a one year time frame; and a specific number of homeless people participate and benefit.



Note Sheet

Having thought about your inputs, outputs and outcomes have a go at drafting what your project would look like using the questions below. You might want to test out your plan by showing your Note Sheet to a colleague or friend, or by sharing the idea with service users.

What is the project?

What will be its outcomes?

What will be its inputs?

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What will be its outputs?

Notes:

SAMPLE