

Technology-Based Clinical Supervision




**ENHANCED PROFESSIONAL
LEARNING SERIES**



ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Digital Culture and Cultural Competence

Week #3




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ATTC Addiction Technology Transfer Center Network
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Agenda

Welcome

- Agenda
- Review Learning Activity on Zur Article

Presentation/Review

- Digital Culture
- Cultural Competence

Summary

- Review today
- Preview of next week
- Discuss Group/Individual Assignments
- Assign Groups
- Questions

Work





I am a digital
novice...

‘native speakers’ of the digital language of computers, cell phones, video games, and the Internet

(Zur, 2012; Prensky, 2001)





Like all immigrants... as Digital Immigrants/Novices learn to adapt to their environment, they retain, to some degree, their 'accent' ...

(Prensky, 2001)

DIGITAL PROS

**‘Digital DNA’
flowing through
their bodies**

Comparison of Digital Types (Zur & Zur, 2011; Rosen, 2010; Prennsky, 2001)

Digital Novices	Digital Pros
<ul style="list-style-type: none">• Prefer to talk in-person or on the phone	<ul style="list-style-type: none">• Prefer to talk via chat, text, or messaging thru social media
<ul style="list-style-type: none">• Don't text or only sparingly	<ul style="list-style-type: none">• Text more than call
<ul style="list-style-type: none">• Prefer synchronous communication	<ul style="list-style-type: none">• Prefer asynchronous communication
<ul style="list-style-type: none">• Prefer receiving information slowly: linearly, logically, & sequentially	<ul style="list-style-type: none">• Prefer receiving information quickly & simultaneously from multiple multimedia & other sources
<ul style="list-style-type: none">• Prefer reading text (i.e., books) on processing pictures, sounds & video	<ul style="list-style-type: none">• Prefer processing /interacting with pictures, graphics, sounds & video before text

Other Digital Types

Ways to sort people other than age

- **Attitudes**
- **Comprehension**
- **Relationships**
- **Practices**
- **Comfort with technology**

Avoiders

'Luddites' - true avoiders of modern technologies

Use landlines; avoid email and the Internet

Newspapers arrive via carrier, not Internet server

Can be old digital immigrants who cannot relate to modern technology

Can be digital natives who some may call 'Neo-Luddites' - philosophically oppose the use of the Internet and other modern online technologies (Feeney, 2010; Toledo, 2007)

Minimalists

Use technology
reluctantly

Could be digital
immigrant-reluctant
adopters or digital
native minimalists

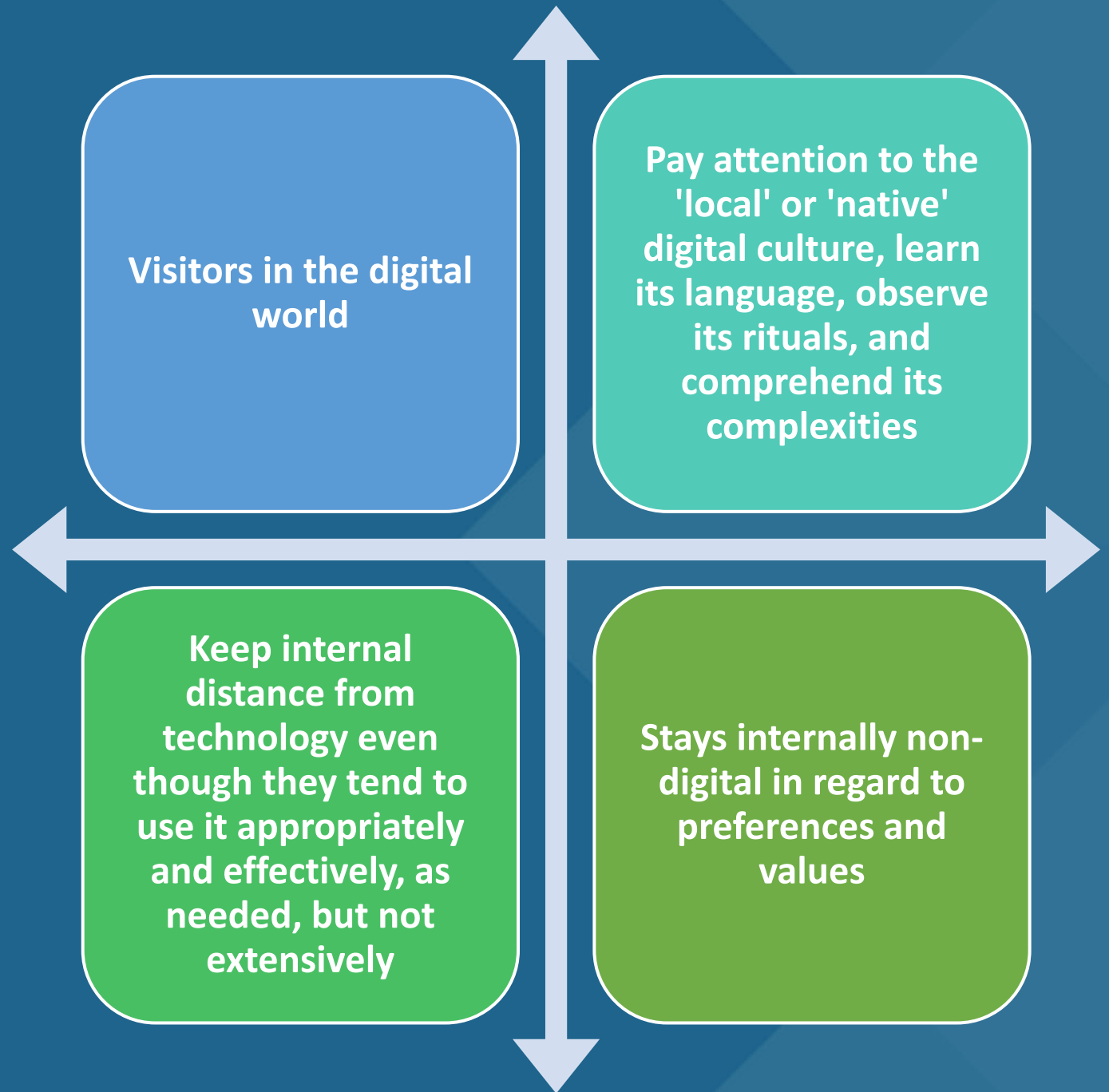
Have an email account
and probably a
Facebook profile but
do not check them
regularly

Have a cellphone, but
do not need or desire
to be online via the
phone

No smartphones are
necessary/wanted

Reads the newspaper
in paper form

Tourists



Enthusiastic or Eager Adopters

(Feeney, 2010; Toledo, 2007)



Innovators

Are not only enthusiastic, they
work with technology to
improve it

This group includes game
developers, programmers,
engineers, technology writers,
professors, and hackers

Digital Over-Users/ Problematic Users (2007)



Heavily dependent on technology to occupy their time....many of them are gamers



Excessive internet use for gaming, porn, social networking, gambling, etc



Extremely protective of their "right" to be online



Can become upset, irate, and even violent if technology is not available



Lives are significantly, negatively affected by their excessive use of digital technologies

**75% of SUD treatment
workforce is over the
age of 40**



The Digital Divide

Understanding Digital Culture when Providing TBCS



Looking at our own “blind spots” and biases - how as a supervisor digital culture /technology may impact our effectiveness with supervisees



Exploring what you need to be aware of when working with TBCS in groups and/or individual supervision as it relates to digital culture



Explore what situations you can see you need to be aware of when working with competency with technology



Stereotypes , power imbalances , privilege, oppression, gender, ethnicity, race, sexual orientation and other culture based issues as these relate to use of TBCS.

Enhances
Cultural
Competency



DIVERSITY



Using technology allows for direct observation of clinicians in the communities in which they work, which has positive implications for building cultural competency.

Supervisors should strive to improve cultural competence at several levels



Supervisor's response to counselors



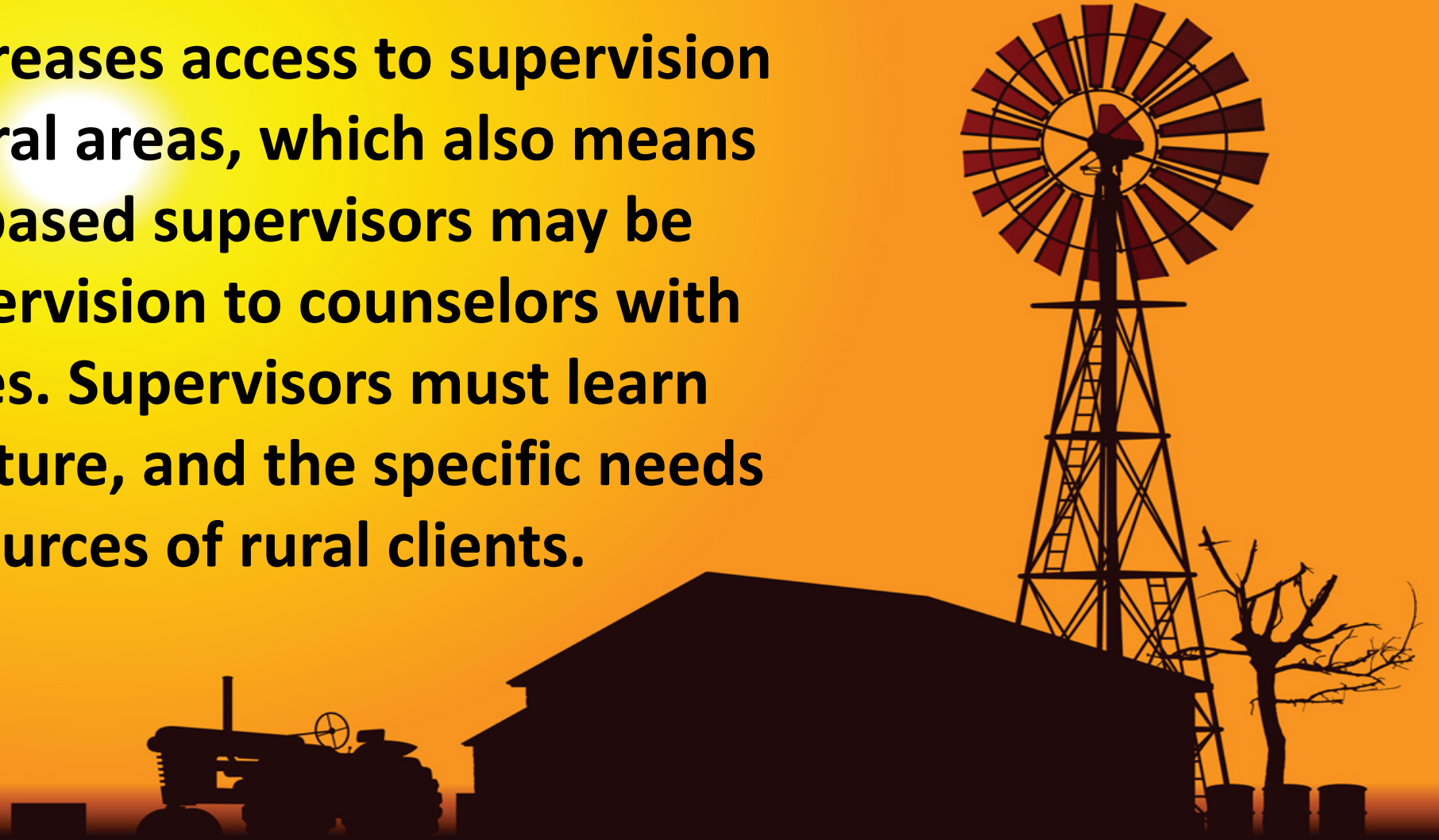
Counselor's response to clients



Program's response to cultural needs of the community being served

Technology Increases Access

Technology increases access to supervision for those in rural areas, which also means that urban-based supervisors may be providing supervision to counselors with rural practices. Supervisors must learn about rural culture, and the specific needs and resources of rural clients.



The “Triad Model” of Supervision

Panos et al. (2002) proposed the “*triad model*” of supervision, in which supervisees have two supervisors



- one *onsite* who is well versed in local culture, and
- one *online* who possesses the needed competence in clinical supervision.

A TREATMENT IMPROVEMENT PROTOCOL

Improving Cultural Competence

TIP 59



Improving Cultural Competence

FREE Copies can be
mailed or Downloaded
from the SAMHSA
Website

Please write down
One thing that stands
out for you today!





Sneak Peek at next week

....

Benefits of TBCS

With the added bonus of

Advocating for TBCS

Group Skills-based Activity

Each group will be responsible for developing a scenario and role- playing during your groups' designated week to present and practice TBCS.

Tasks:

- prepare for your demonstration via email communication, preferably your own Zoom meetings.
- As a group to decide on a scenario to role play for your assigned week.

GOAL: to use actual supervision issues that have come up when using technology.

Individual Skills-based Activity

Presentation Guidance

Using the topic provided-

- develop a 1 page best practice paper and prepare a presentation/discussion
- focus on how TBCS impacts your topic, for example:
 - What are items a supervisor needs to be aware of
 - how does TBCS enhance this topic
 - what are challenges TBCS causes within this topic

IDEA: You may also include within your presentation and paper thoughts that pertain to your perspective as a supervisor if your supervisee is using technology to provide services to clients.



GROUP and Individual Presentations!

Questions



And to all of you ...



.... and see you all next week !!