

Holbæk, 2 March 2012

Ingrid Wawra's Supervision of Teachers in the Trauma Team Føniks at Holbæk Language Centre:

We are happy to have received Supervision from Ingrid, as she is an effective support for colleagues both on a one-to-one basis and for the team as a whole. Supervision is an important element of our work with refugees and immigrants, because it helps to maintain professionalism and knowledge acquisition, and to neutralize the strains doing this work entails.

From the beginning she is quick to understand the problems we deal with, and she then presents them at a more general level which helps to give us a clearer picture and a helicopter view. Her knowledge about our area of work and about the physical and psychic aspects of being in a state of constant chronic anxiety has been beneficial to us.

Apart from dealing with our problem areas, she also picked out some relevant themes and held short workshop modules around them, so that we now have a better frame of reference for our daily dealings. As her teaching was hands-on based, it was very easy to transfer it to our daily work within the team. She has helped to add perspective, including depth, to our previous experience.

Ingrid was a good sparring partner to help us work out problems which we had pointed out as being important or troublesome. She has given us some exceptionally useful tools from Supervision to resolve these and to have in a toolkit as back-up for later use.

We have also been introduced to techniques that the team can employ when dealing with everyday problems in our work.

We hereby pass on our warmest recommendation.

On behalf of the Føniks Group.

Elise Berg