# When an emergency kit becomes more important than an org chart

**Individual supervision sessions evolved into a practice that handles crisis and death as matter-of-factly as the daily stand-up.**

The “Supported Housing” team of a Swiss social institution in the addiction sector accompanies people with addiction disorders in their own apartments and promotes their housing competence, meaning the ability to manage daily life independently. The team’s daily work is characterized by high personal responsibility, recurring crises, and the question of how much closeness and how much professional distance is just right at any given time.

**28**
of 36 agreed-upon measures implemented

**seit 2022**
Ongoing supervision of the same team

## Five unconventional levers

**Build models instead of just talking**

Instead of merely discussing problems, the team modeled them using LEGO® SERIOUS PLAY®: formulate a question, build, share, reflect.

**Every session ends with a measure and a name**

Every agreed-upon measure was placed on a Kanban board, with an assigned responsible person and criteria for completion.

**Sharpen terms using concrete cases**

The team clarified what constitutes a crisis and what a special setting using their own cases.

**Make value systems and leadership visible**

In a simulation based on Spiral Dynamics integral, the team experienced all value memes firsthand, reflected on them collectively, and used them to…

**Reading cases and interfaces over time**

In case reviews, the team laid out the course of individual clients’ journeys as a timeline spanning many years, including good and bad phases, and asked…

## The engagement in numbers

**2h** Duration of supervision

### An emergency kit for death cases

From the engagement with the deaths of clients, an “emergency kit” with rituals emerged, ranging from a minute of silence in the team meeting to a day of special…

### Clearer criteria for crises and special settings

Crises are now considered a temporary state of exception, while special settings are long-term and agreed upon with supervisors and…

### Designing interfaces more consciously

From case and conflict analyses, the team derived that it should intervene earlier and more specifi…

… and 2 more

**Read the full story**
Every phase, decision and lesson learned in the complete case study.

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