Reflective Practice Workshop

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You will get all the slides – no need to write everything down

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What is reflective practice?

Everyday reflections

Models of reflective practice

Overcoming barriers

Dealing with feedback

Introduction to reflective writing
What does *reflective practice* mean?
Reflective practice is the ability to reflect on one’s actions so as to engage in a process of continuous learning.

-Wikipedia
Turn back time...
Helps to overcome ‘self-talk’

Shows what went wrong/right

Aids creativity and avoids stagnation

Overcomes assumptions

Key part of ‘emotional intelligence’

Helps maintain work/life balance
Positive vs. negative experiences

Is it better to reflect on positive or negative experiences?
Is it better to reflect on positive or negative experiences?

Can be very motivating
Want to replicate success
But it can overlook problems

Easy to learn from
Always something to improve on
But can cause negativity
Everyday reflective practice
Individual reflection

Reflection that is personal to you or close friends

On the commute
In the shower
Talking to a friend/partner at the end of the day
Journal/diary
Staff review and development
Reflections shared with others in groups/teams

Team meetings
Away days
Formal methods of reflection
Guided reflections
Journal clubs
Types of group reflection

- Peer support groups
- Action learning sets
- Guided reflection groups
- Team reflection
Set ground rules

Make sure everyone gets a chance to speak

Resist the temptation to offer solutions

Listen!
Sit back to back

Person A describes the diagram and Person B draws it

Three minutes then swap

No questions allowed!
Integrating reflection into your day

Think of reflection as a philosophy not a set of activities to complete

Look at the reflection you already practice

Create an open and honest team environment

Evaluate your experiences and ask for external input
Reflective practice in librarianship

- Service improvements
- Personal improvements
- CILIP qualifications
- Academic qualifications
- Scholarly communication
Evidence based practice

1. Gather evidence
2. Critical appraisal
3. Apply to problem
4. Evaluate
5. Problem
Reflective practice models
ERA Cycle

Experience

Action  Reflection
Kolb’s Experiential Learning Cycle

Concrete experience

Reflective observation

Active experimentation

Abstract conceptualisation
Gibbs’ reflective cycle

1. Description
2. Feelings
3. Evaluation
4. Analysis
5. Conclusion
6. Action plan
Gives you a structure to follow

Provides a starting point

Allows you to assess all levels of a situation

Shows when the process is complete
Implies steps have to be followed a certain way

In the real world you may not start at the beginning

Models may not apply to every situation

Reflective practice is a continuous process
Barriers to reflective practice
What are the main barriers to being reflective?

No time
Organisational culture
Lack of skill
Environment
Motivation
Yourself = biggest barrier
Make time for reflection
Set aside regular time, especially after an event. Turn off emails

Find a critical friend
Someone who you trust to be a sounding board

No right way of reflecting
Tips and techniques but you need to make them work for you
What is feedback?

**Feedback** = any information you get about yourself

Receive it from multiple people every day
Can be formal or informal
Enables us to see ourselves from another point of view
Be confident in what you’re saying
Be aware of tone and body language
Try to be positive rather than negative
Be specific rather than vague
Allow the other person to respond
Think about the person giving you feedback

Do you respect this person’s opinion?
Do they practice what they preach?
Do they have an agenda?
Are they open to feedback?

Remember to listen to what is being said
Truth triggers
Set off by the substance of the feedback itself

Relationship triggers
Set off by the person giving the feedback

Identity triggers
Something about the feedback hits a nerve

Thanks for the Feedback / Douglas Stone & Sheila Heen
Reflective writing
What is reflective writing?

Measuring your effectiveness

Asking questions (and answering them)

Demonstrating how you have put into practice what you have learnt

Not just description!
### Myth busting

<table>
<thead>
<tr>
<th>Reflective writing is...</th>
<th>Reflective writing isn’t...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written in the first person</td>
<td>Written in the third person</td>
</tr>
<tr>
<td>Analytical</td>
<td>Descriptive</td>
</tr>
<tr>
<td>Free flowing</td>
<td>What you think you should write</td>
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<tr>
<td>Subjective</td>
<td>Objective</td>
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<tr>
<td>Tool to challenge assumptions</td>
<td>Tool to ignore assumptions</td>
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<tr>
<td>Time investment</td>
<td>Waste of time</td>
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*The Reflective Practice Guide / Barbara Bassot*
When would you use it in the workplace?

Job applications
Appraisals
Written feedback
Blogging
During the research process
In academic writing
CILIP qualifications
“I went on a useful marketing training course”

“I identified a need to increase my marketing skills. The training course on marketing gave me lots of tips about presentation and enhanced my knowledge. I then took ideas to the publicity group and developed three for use in new publicity materials. I intend to monitor the impact of these over the coming months”
Driscoll’s What model

What?

Now what?

So what?
Driscoll’s What model

What? – describe the situation: achievements, consequences, responses, feelings and problems

So what? – discuss what has been learnt: learning about self, relationships, models, attitudes, cultures, actions, thoughts, understanding and improvements

Now what? – identify what needs to be done in order to improve future outcomes and develop learning
Person one
Describe an activity you have recently taken part in

Person two
Ask what, so what, now what?

Two minutes and switch
The FEAR!!
Overcoming the fear
Congratulations!
Time spent on reflection is an investment

Reflection doesn’t have to focus on the big things

Choose the method that works for you