

REFLECTION AS A TOOL FOR SUCCESS

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January 2020

IN PAIRS OR SMALL GROUPS – 10 MINS

- What does the term *reflective practice* mean to you?
- What sort of things might it be useful to reflect on in the workplace?
- How much time do you currently spend reflecting?
- Does anything get in the way?



DEFINITION

“Reflective practice is the ability to reflect on one's actions so as to engage in a process of continuous learning”

(Donald A. Schön, The Reflective Practitioner)

"Reflection is different from simply recalling an event, or even discussing a day at work with a colleague. The benefits of reflective practice are many and varied. It can lead to an analysis of actions in such a way that it can become evident how things might have been done differently, or equally the recognition that things are done well and should be repeated."

(Hogston and Simpson 1999)

If you do what you've
always done, you'll get
what you've always
gotten.

-Tony Robbins

IMPORTANCE OF REFLECTIVE PRACTICE

- The foundation of professional development which deepens learning
- Increases self-awareness and emotional intelligence
- Identifies personal and professional strengths & areas for improvement
- Enhances decision making
- Increases opportunities to innovate
- Benefits to individuals and wider organisation

**"We do not learn from
experience... We learn from
reflecting on experience"
- John Dewey**

UNDERSTANDING YOURSELF IS KEY!

- Consider what's important to you - our **values** reflect our motivations
- Together with our **beliefs**, they are the main factors that drive our decision-making, actions and behaviours
- Take a **personality type questionnaire** e.g. the MBTI or Insights Discovery (there may be a cost attached)
- Or take the free online **Barrett Personal Values Assessment**
<http://www.valuescentre.com/our-products/products-individuals/personal-values-assessment-pva>
- The **Johari window** is a useful tool for self-reflection

JOHARI WINDOW

(Size of each window varies)



Developed by Jo Luft & Harry Ingham

JOHARI WINDOW

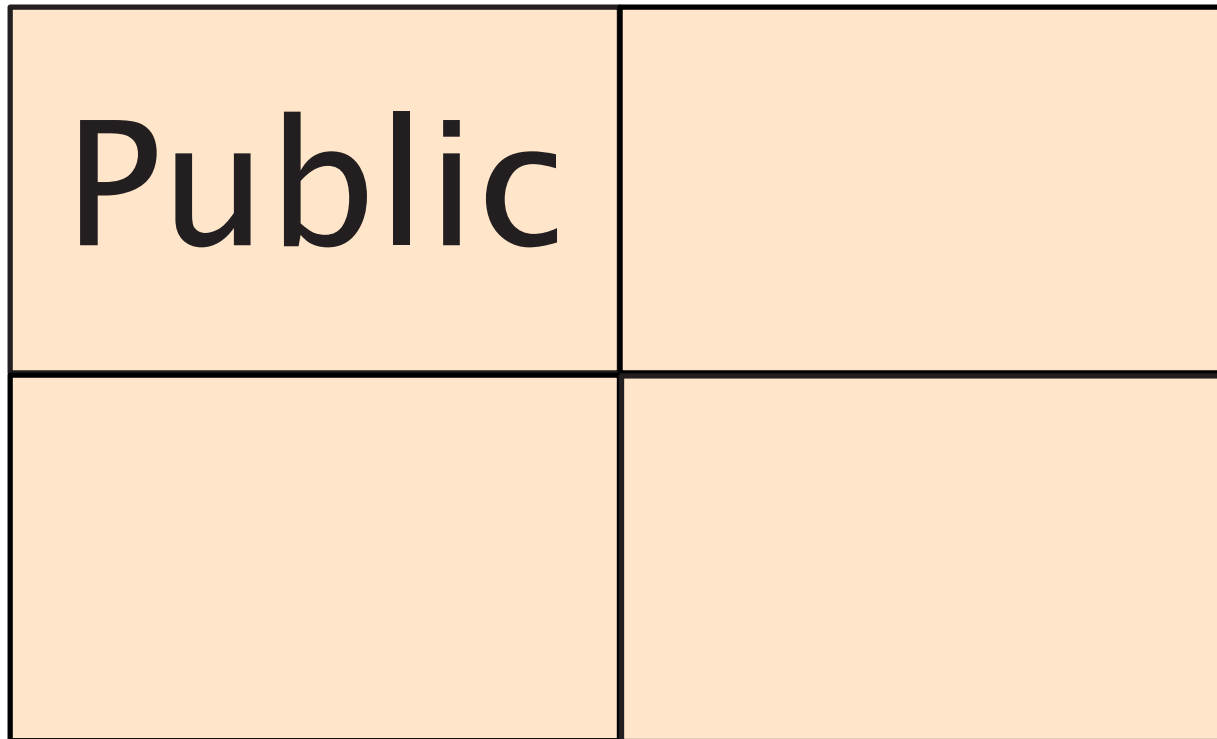
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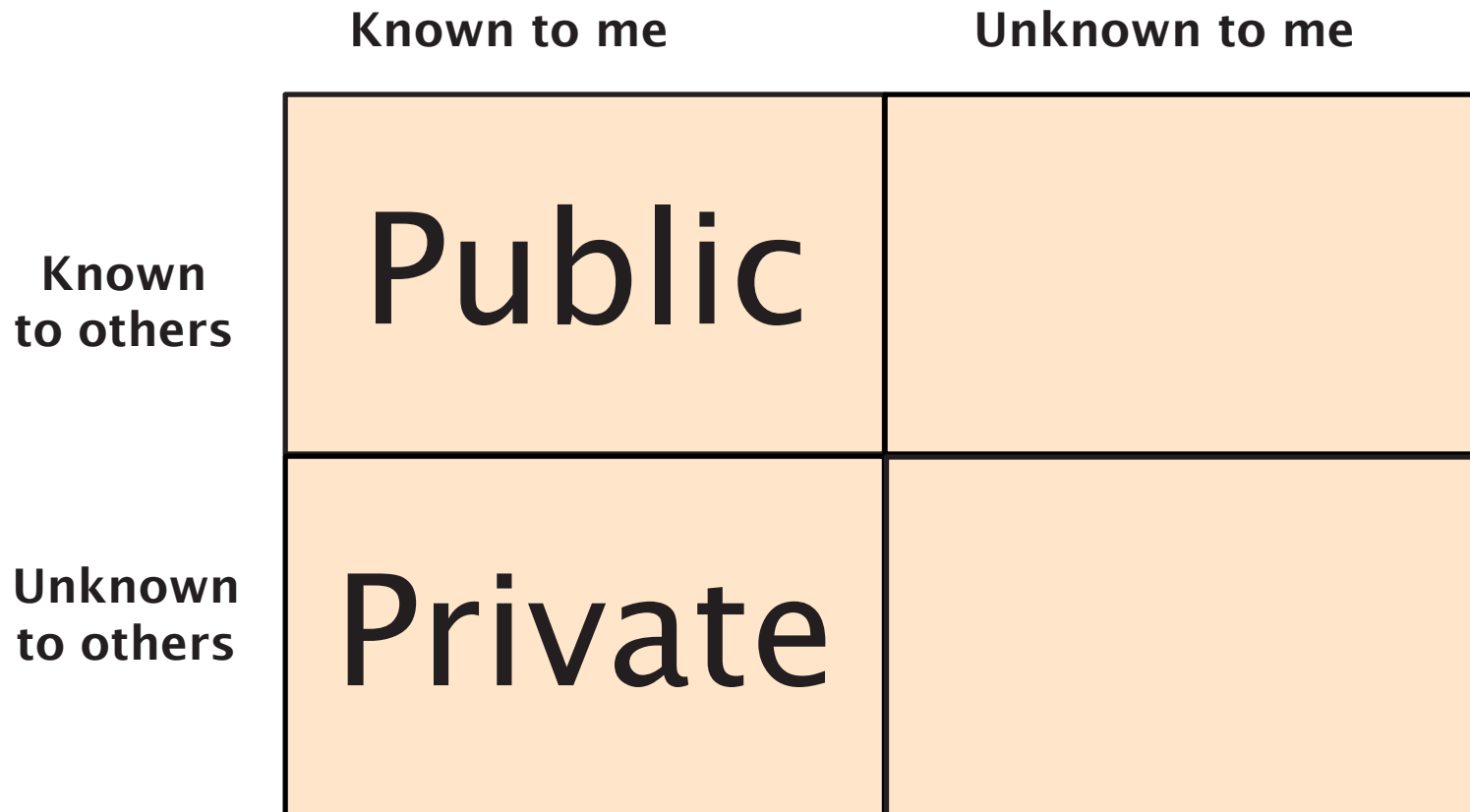
Known
to others

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Unknown
to others



JOHARI WINDOW



JOHARI WINDOW

Known to me

Unknown to me

Known
to others

Public

Blindspot

Unknown
to others

Private

JOHARI WINDOW

Known to me

Unknown to me

Known
to others

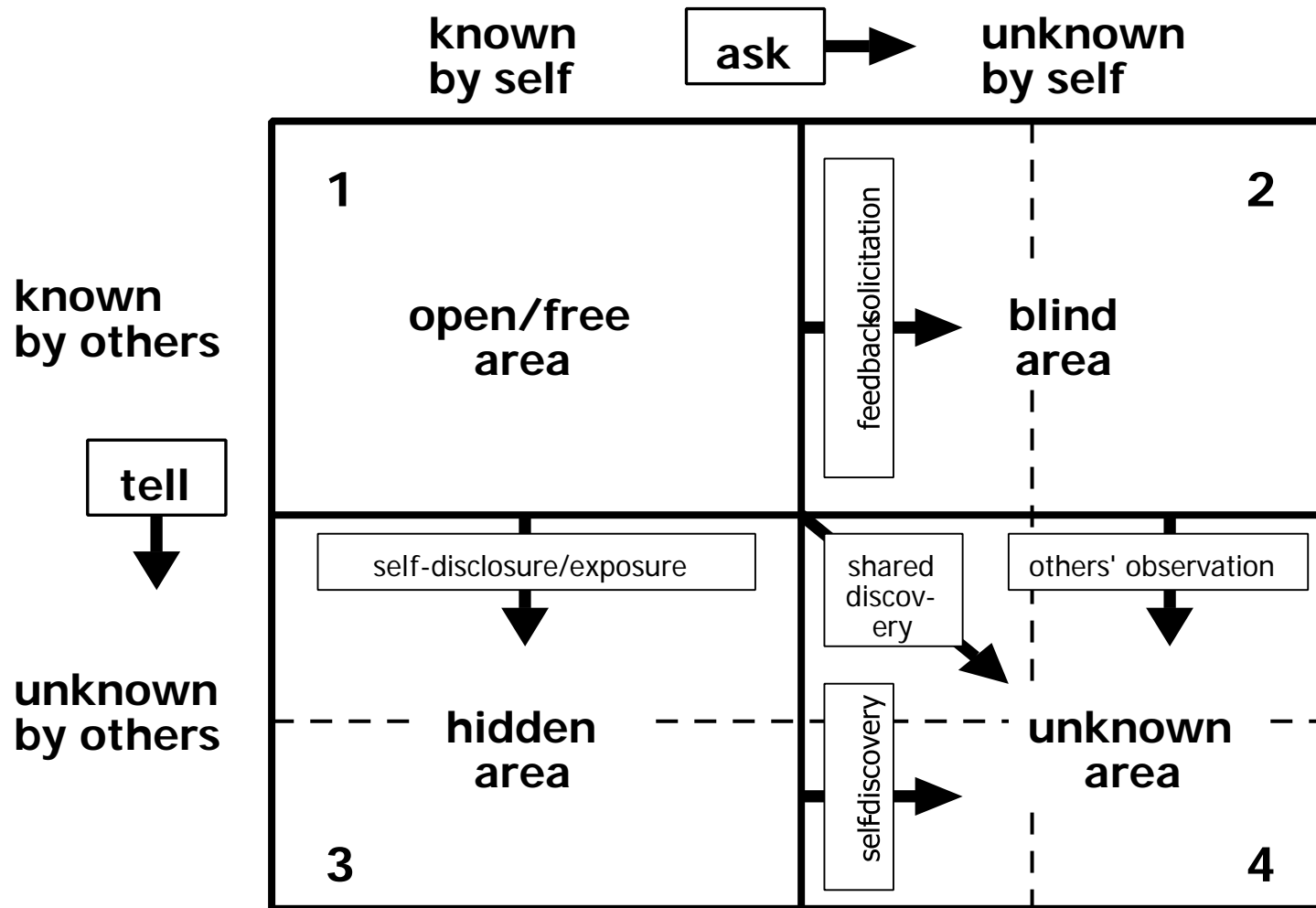
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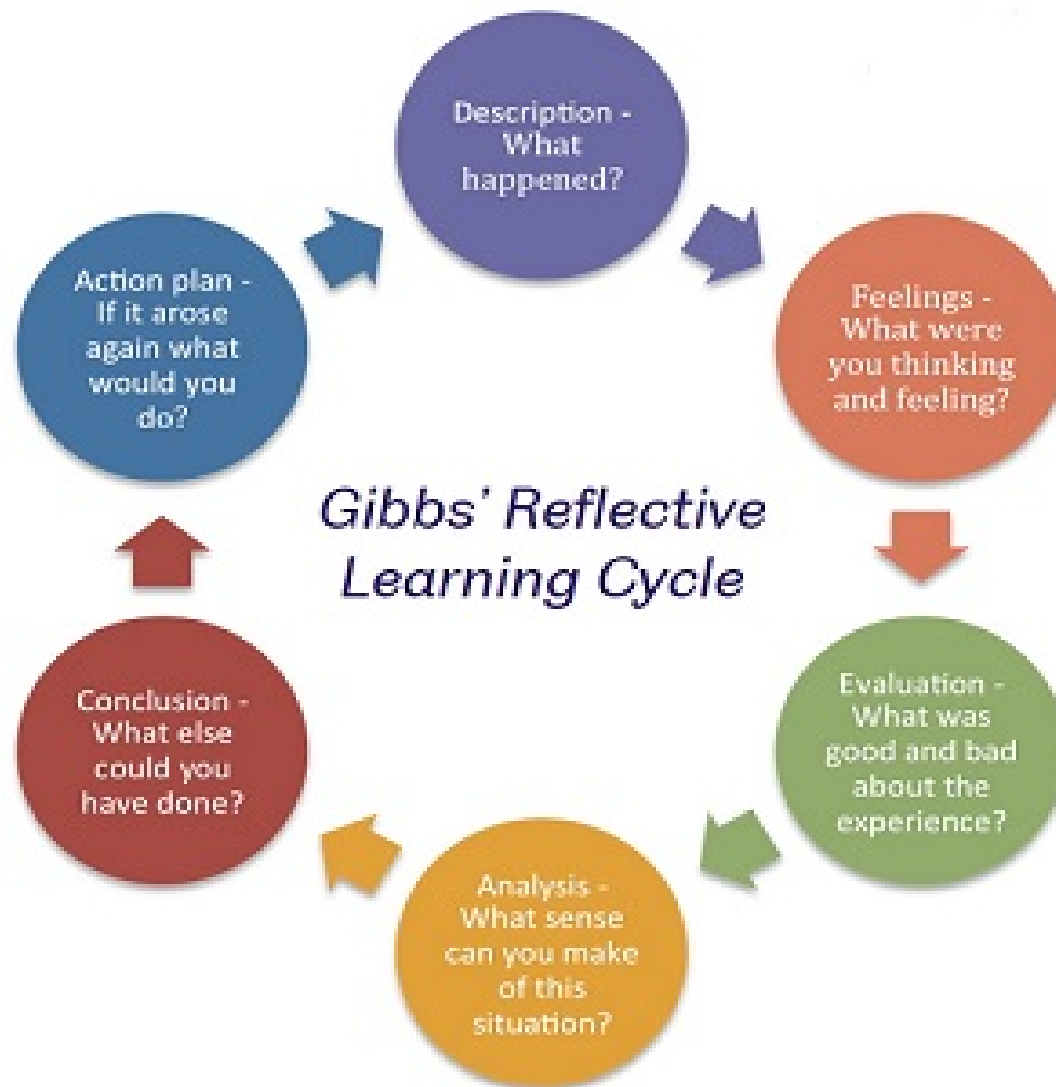


IN PAIRS/GROUPS – 5 MINS

Who could you ask to help complete your window?

How might the Johari Window be useful to you and your team?

REFLECTING ON EVENTS/EXPERIENCES



AFTER ACTION REVIEW

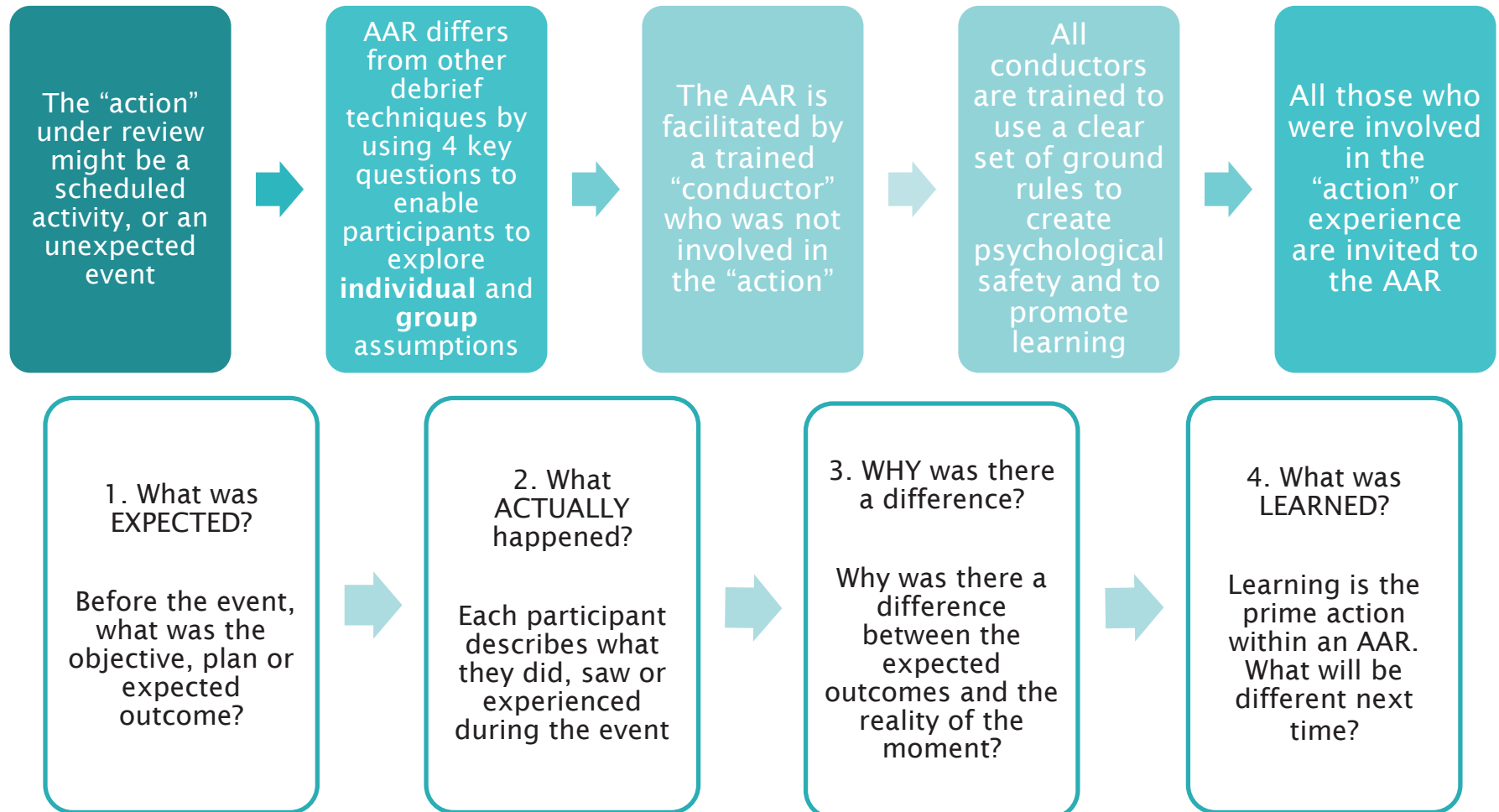
“The Army’s After Action Review (AAR) is arguably one of the most successful organizational learning methods yet devised” Peter Senge

“An After-action review (AAR) is a discussion of an event that enables the individuals involved to learn for themselves what happened, why it happened, what went well, what needs improvement and the lessons learnt. The AAR seeks to **understand** the expectations of all those involved and provides **insight** into the events and **behaviours** in a **timely** way with the learning leading to personal awareness and **action.**”

Steve Andrews, UCLH Foundation Trust, 2008

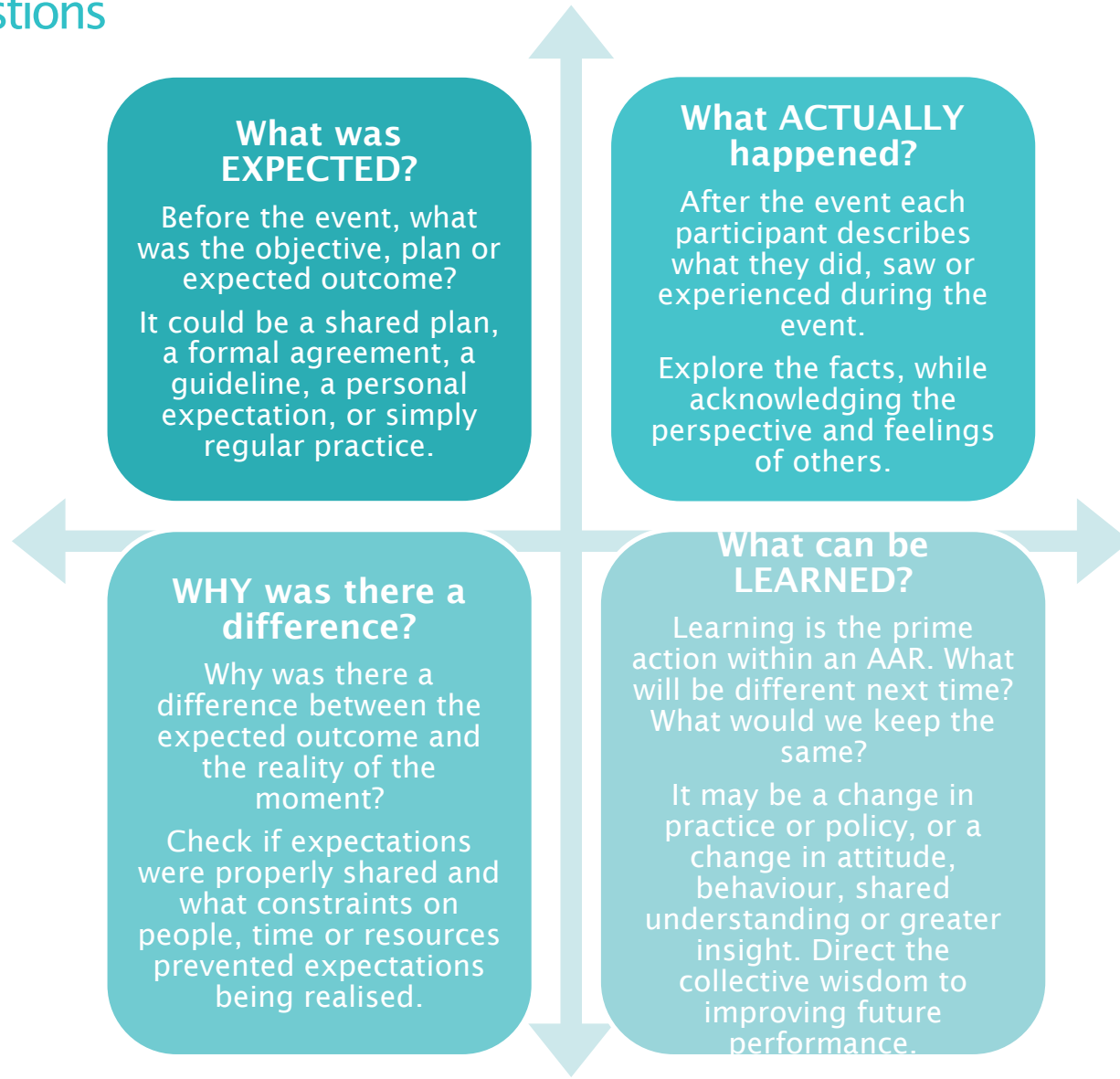
AFTER ACTION REVIEW

The key features and the 4 questions



AFTER ACTION REVIEW

The Four Questions



BEFORE ACTION REVIEW

The Four Questions



IN PAIRS/GROUPS – 5 MINS

When might you use an after or before action review in your role/workplace?

THINKING PAIRS (NANCY KLINE)

- Technique taken directly from Nancy Kline's work
- A fundamental component of the Time To Think© process
- The quality of everything we do depends on the quality of the thinking we do first
- If our thinking is good, our decisions are good, our actions are good, our outcomes are good
- Nancy argues that our full attention is generative and allows people to think well
- No interruptions - allow silences!
- Creates space for powerful reflection



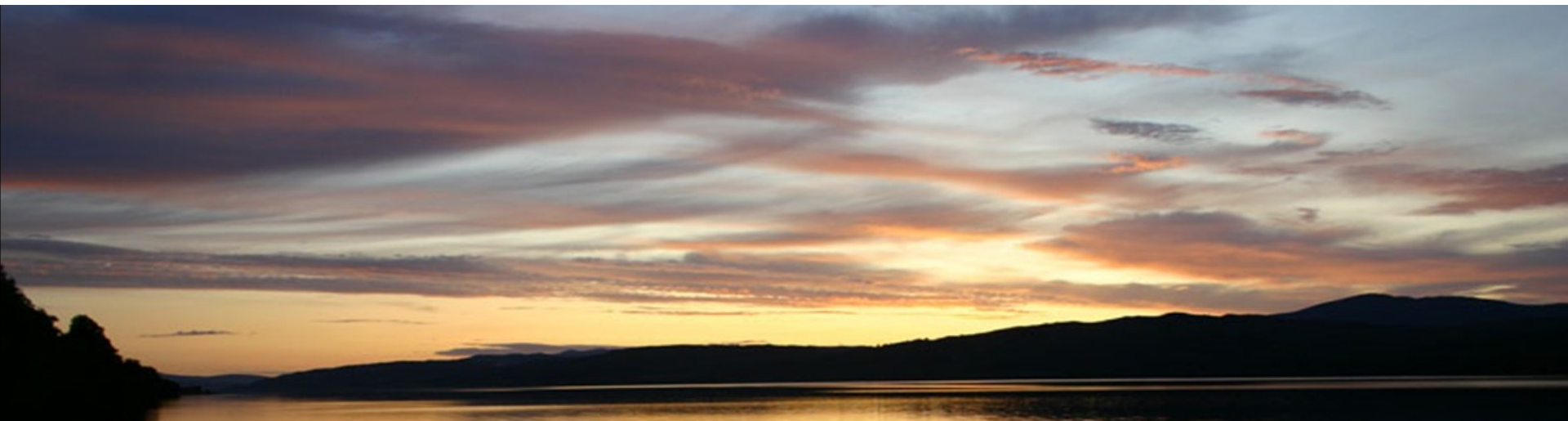
FINAL REFLECTIONS

In pairs – speaker and listener

Speaker – 3 mins to reflect on the following:

- What are YOUR key take-home messages from today's session?
- How will YOU use these to develop your own reflective practice?
- What else could you do?

Listener – Just listen without interruption! Notice what happens...



"Follow effective action with quiet reflection. From the quiet reflection will come even more effective action."

- PETER DRUCKER -

Further reading

Schön, Donald A. (1983) *The Reflective Practitioner: how professionals think in action*. New York: Basic Books

Kline, Nancy. (1999) *Time To Think – Listening to ignite the human mind*. London: Cassell Illustrated



YOUR QUESTIONS

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