OVERVIEW: LTSC Orientation Workshop II
Reflective Practice

This orientation session places long term support counseling in a theoretical context of person centered relationship oriented care as a framework for effective communication across the network of care.

Like the Roman god, Janus, reflective practice requires the LTCSC to look inward at self while looking outward to others.

Reflective practice involves 3 levels of engagement:

- Thinking ahead and preparing self to enter into a situation;
- Engaging in moment to moment awareness of what is happening now; and reviewing a situation after it has occurred.
- Reviewing interactions after they have occurred.

Question: What areas should LTSC evaluate as reflective practitioners to improve their practice?

Tools for reflection:

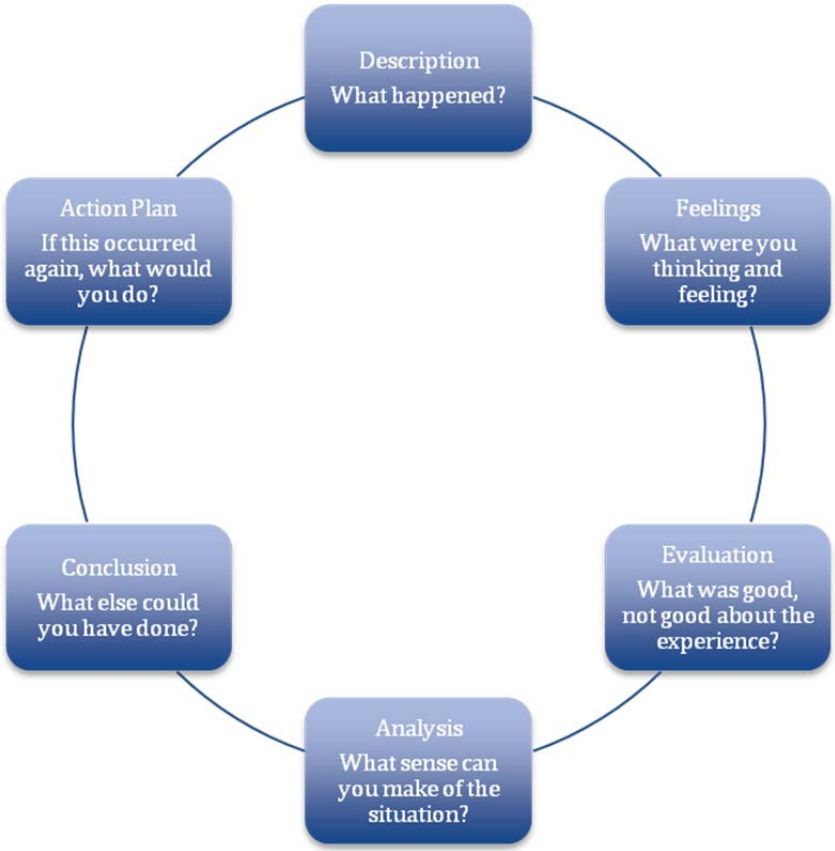
Schon (1987) identifies two kinds of reflection:

1. Reflection-in-action - this is reflecting on the hoof, where you reflect on your actions during an event.... this isn't going well; what can I do now to improve things ? This is going well; how can I maintain the momentum ? You are hawk like; sharp eyed, making informed decisions based on split second reflections and your expertise.

2. Reflection-on-action - this is retrospective reflection, you reflect on actions that have already occurred, usually, but not always, fairly soon after the event.
   - Things that didn't go well; what can I do next time to improve things ?
   - Things that went well; how can I make use of what I have learned ?
   - You recall incidents and chew the cud, ruminating in depth on how you can improve your practice.
   - You may mull something over spontaneously while traveling or resting or you may put specific time aside and formally structure your reflections.

Gibbs Reflective Cycle

Gibbs Reflective Cycle is a formal structure that can be used to analyze any interaction or situation; some authors recommend writing out the reflection so it can be reviewed more easily and provide more detail for analysis. Usually this model is used for conducting **reflection ON action**, that is after an event or situation has occurred. The action plan can extend beyond the situation under review to also consider what learning/growth/change the LTSC needs to consider for future practice.


Description
What happened?
Feelings
What were you thinking and feeling?
Evaluation
What was good, not good about the experience?
Analysis
What sense can you make of the situation?
Conclusion
What else could you have done?
Action Plan
If this occurred again, what would you do?

The Gibbs Reflective Cycle also can be used for **reflection IN action** by thinking about reflecting while engaged in a situation. This is much harder to do but can contribute greatly to enhancing an interaction. It requires the LTSC to be able to attend to the person with whom he or she is engaged while also stepping back, metaphorically, and seeing with a 'third eye' what is happening. Reflection in action involves attending to:

- What is happening?
- What am I thinking and feeling?
- What is good about the situation?
- What is not good about the situation?
- What sense can I make of what is happening?
- What else can I do?
- What can I do next?

Conduct Activity 1

Time: 20 minutes

Activity Description:

You will need a partner for this activity.

Your partner is the client and you are the LTSC. Read the description of the role play in Handout #2, to the person who is acting as Mr(s). J. Allow Mr(s). J. and you a few minutes to get into the roles. You should be sitting in a chair. Mr(s). J. should enter the room.

Role Play Situation: Mrs. J. is the daughter of Mrs. M, a 82 year old woman, who needs assistance with bathing, general hygiene and home making. Mrs. J. calls the LTSC complaining that the home maker who came to care for her mother was rude, disrespectful, and incompetent. Mrs. J. not only wants a different home maker but wants you, as the LTSC, to inform the agency of the problem so that it does not happen with another family. When you offer an agency, Mrs. J. says that was the agency YOU recommended in the first place and how dare you suggest she use the same agency.

Keep the following questions 'in mind' as you engage in this role play. Read the following questions before you start the role play as a prompt of what you want to be doing for a reflection in action activity.

- What is happening?
- What am I thinking and feeling?
- What is good about the situation?
- What is not good about the situation?
- What sense can I make of what is happening?
- What else can I do?
- What can I do next?

Take approximately 10 minutes to role play the situation.

At the completion of the role play, each of you is to write a short self reflection using the debriefing questions on Handout #3, page as a guide.

Debriefing/Discussion:

Descriptive Reflection: Take a few moments to describe what happened during the interaction. Each person should share one or two comments about what he or she was feeling during the interaction. This should only be a 'release' energy time and not a time for analysis. The analysis will occur next.

Analytic Reflection: Using the Gibbs reflection cycle as a guide consider what was said during the debriefing. Consider each of the elements in the cycle. Each person should write a set of notes for each element. This is the 'practice' for what you will be expected to do in your own practice in the future.

Take approximately 10 minutes for the write up.

Consider the following questions:

- What did you learn about yourself from this activity?
- Was it hard to reflect in action?
- What would make it easier?
- How can LTSCs help each other to engage in reflective practice?
- How can LTSCs work with their center manager or others to improve practice?

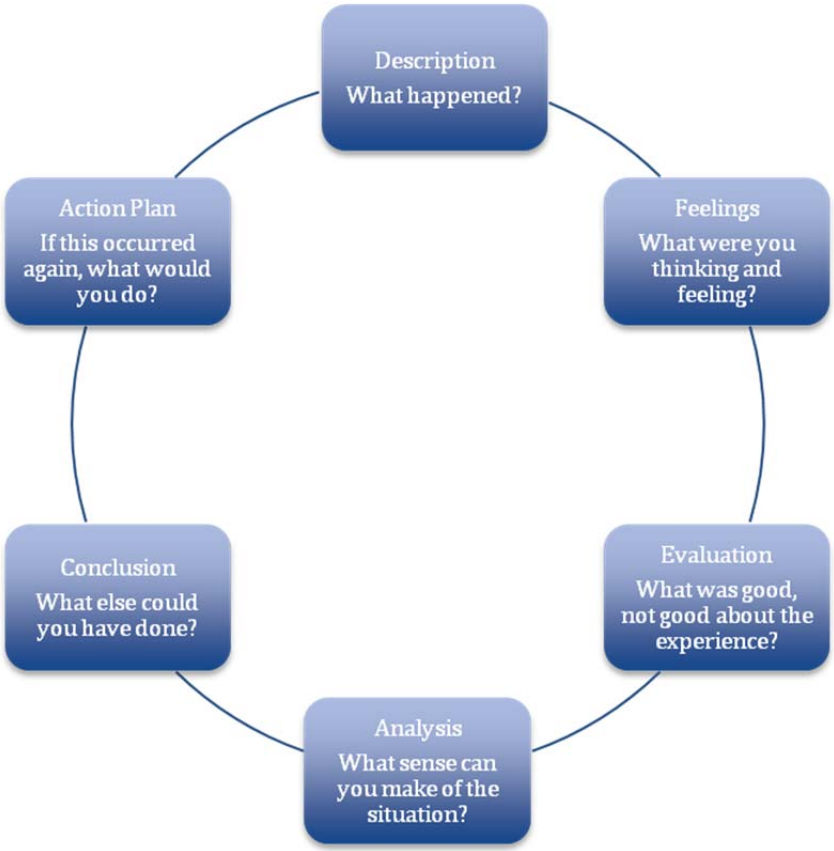
Reflection in Action Activity

Divide into pairs. Give the following role play situation to the person who is role playing Mr(s). J.

Role Play Situation: Mrs. J. is the daughter of Mrs. M, a 82 year old woman, who needs assistance with bathing, general hygiene and home making. Mrs. J. calls the LTSC complaining that the home maker who came to care for her mother was rude, disrespectful, and incompetent. Mr. J. not only wants a different home maker but wants you, as the LTSC, to inform the agency of the problem so that it does not happen with another family. When you offer an agency to come help his mother, Mrs. J. says that the agency you suggest is the very same agency YOU recommended in the first place and how dare you suggest he use the same agency again.

Handout #2.
Reflection Activity
Debriefing/Discussion:

Use the Gibbs reflection cycle and the questions on the next page to discuss what transpired with you during the role play interaction. Respond to each of the cycle elements on the next page. Write a few key thoughts/phrases for each element. Take approximately 10 minutes for the write up.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Gibbs Reflection Questions

What happened?

What were you thinking and feeling?

What was good, not good about the experience?

What sense can you make of the situation?

What else could you have done?

If this happened again, what would you do?

Pass out Handout #5 Counselor Form as an FYI if they want to use. Go over it briefly and invite them to use as another part of their reflective practice effort.

Reflective Practice Handouts

Orientation II, Module III
Reflective Practice
M-III, Handout #1

Gibbs Reflective Cycle

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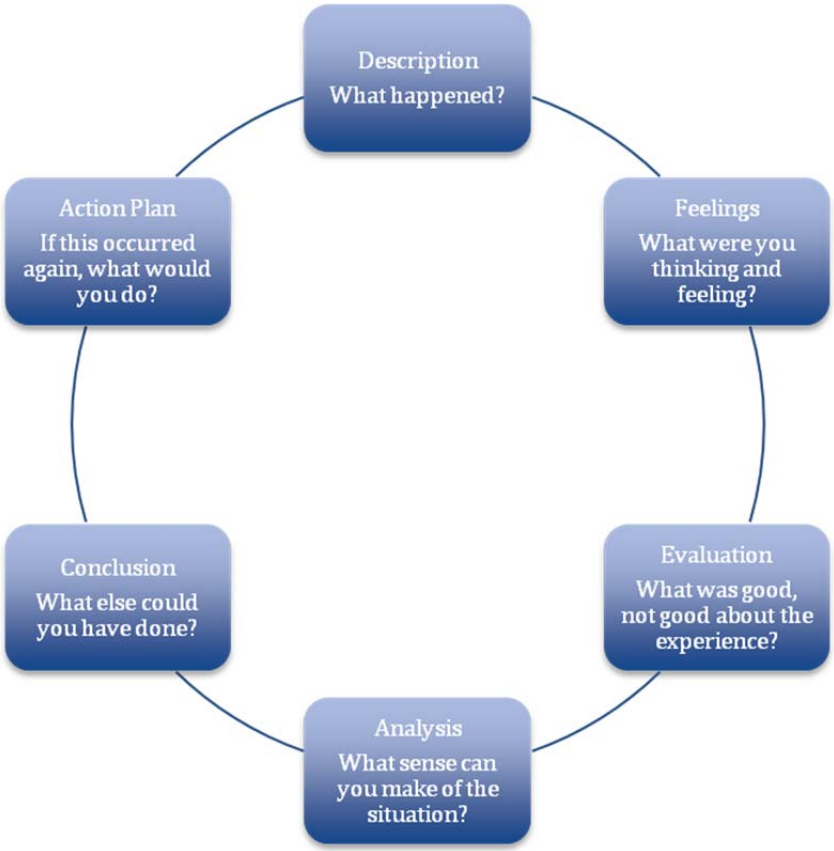
When doing reflection ON action an action plan can be developed that involves more than the current situation under review to also consider what learning/growth/change the LTSC needs to consider for future practice.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Orientation II. Module III
Reflective Practice
Handout #3
Role Play Activity

Mrs. J.'s Story

Divide into pairs. Read the following role play situation.

Role Play Situation: Mr. J and the other to be the LTSC. Mrs. J. is the daughter of Mrs. M, a 82 year old woman, who needs assistance with bathing, general hygiene and home making. Mrs. J. calls the LTSC complaining that the home maker who came to care for her mother was rude, disrespectful, and incompetent. Mr. J. not only wants a different home maker but wants you, as the LTSC, to inform the agency of the problem so that it does not happen with another family. When you offer an agency to come help his mother, Mrs. J. says that the agency you suggest is the very same agency YOU recommended in the first place and how dare you suggest he use the same agency again.

> Mrs. J and the other to be the LTSC. Mrs. J. is the daughter of Mrs. M, a 82 year old woman, who needs assistance with bathing, general hygiene and home making. Mrs. J. calls the LTSC complaining that the home maker who came to care for her mother was rude, disrespectful, and incompetent. Mrs. J. not only wants a different home maker but wants the LTSC to inform the agency of the problem so that it does not happen again. She then asks the LTSC for the name of another agency. When the LTSC gives her the name of a second agency, Mrs. J. says that was the agency the LTSC recommended in the first place. Doesn't the LTSC have information about her mother, what is the matter with the LTSC?

Handout #4
Gibbs Reflection Questions

Please write a short note for yourself on each of the following in relation to the LTSC situation:

What happened?

What were you thinking and feeling?

What was good, not good about the experience?

What sense can you make of the situation?

What else could you have done?

If this happened again, what would you do?

Long Term Support Counselor Post Interview Reflection Form

LTSC: Name	Date:

1.	Did I conduct a client centered session?			
2.	Did I provide too much technical information?			
3.	Did the client speak as much or more than I did?			
4.	Did I perform an appropriately complete assessment?			
5.	Did I attain a client focused vision of the future?			
6.	Did the client understand the meaning of the resources available?			
7.	Did I assess the availability of the client's social support?			
8.	Did I discuss referral options with the client?			
9.	Did I discuss disclosure of test results with the client?			
10.	Did the client determine an immediate plan of action?			
11.	Did I deal with the client's and my own emotional reactions?			