

Planning reflective practice

Tips for managers and workers

Use the following tips and planning worksheet in group sessions, one-to-one supervision, or peer-led sessions.

Managers

- Explain that reflective practice is **not** the same as case discussion or case supervision.
- Emphasise that reflection is about learning and **not** about demonstrating expertise or being judged.
- Allow enough time for reflection.
- Establish consistent meeting times for reflection.
- Encourage sharing of diverse perspectives. Everyone has knowledge and expertise to share.
- Remind participants about confidentiality, including keeping workers' views, experiences and statements about practice confidential.

Managers and Workers

- Bring a non-judgmental attitude.
- Are willing to admit errors and learn from them.
- Demonstrate empathy and understanding.
- Are mutually supportive and encouraging.
- Understand that building a safe space for reflection takes time.



Additional considerations

Timing tips

Where possible, integrate time for reflective practice into existing meetings.

Monitor and review

Over a period of one month, monitor how workers talk about or refer to service users in meetings. What sort of language is used? Are service users described as 'difficult' or 'demanding'? Identify trends and areas to address.

Individual self-reflection

Create time and space for workers as individuals to reflect on their work and their response to it - 'Reflect on it, rather than being in it'.

Review notes regularly

Encourage workers to review their notes regularly to see how service users' experience is captured and the type of language workers use when referring to service users' needs.

To reflect on worker wellbeing and team culture, use the [Vicarious Trauma tools](#).