

Values Based Reflective Practice - I notice, wonder, realize....

Guidelines for values based reflective practice group facilitators

The practitioner should have prepared an outline of a case study and have sufficient copies for all the group eg a patient encounter, meeting with relatives, interaction with a colleague.

- 1 Invite the presenter to give a copy of their case study out to the group. Ask the group to read through the case study and ask questions of fact to the presenter
- 2 Invite the presenter to read the case study out loud, giving a sense of their own feelings/internal commentary where appropriate..
- 3 Invite the presenter to share anything that struck them through reading/hearing the conversation again. Is there anything that others noticed?
- 4 Invite the group to read the presenter's response to the 4 insight questions (**NAMV**).
- 5 Invite the presenter to share *why* they have brought this encounter and to say what they hope to learn from the discussion. This is very important in order to give shape and focus to the reflection.
- 6 Invite the group to interact with the case study. Ask them to frame their comments in close connection with the text: e.g. **I notice**....; and to ask non-threatening questions, e.g. **I wonder**... ; remind the group that although they may have opinions and ideas about the 'meaning' of the encounter - only the presenter was actually there and can **realize** things about their own work. Noticing and wondering can include the feelings and reactions the case study evokes in the reflective space.
- 7 Allow time and space for the presenter to respond remembering that insight belongs to them.
- 8 At a natural end, or when the time is coming to a close, ask the presenter what they will take away from the process – either **realized** during preparation of the case study or during discussion.
- 9 Invite each member in the group to note anything they have **realized** about themselves and their own practice.
- 10 To protect confidentiality, invite each member of the group to hand their verbatim back to the presenter

Guidelines for Writing Case Studies for Reflective Practice

As you write about , for example, an encounter with a patient, family, colleague(s) or a meeting use the following to inform your writing

About yourself (*How were you feeling before this encounter/meeting/? What had happened immediately beforehand? What was your aim for this encounter? What did you anticipate your role would be?)*

Your knowledge of the situation (*What do you know about the situation before you enter it – this may vary from nothing at all to a great deal. Write what will be helpful to the reflection group when reading this.*)

Your initial impressions (*What do you notice e.g. body language; tone of voice; set up of the room; atmospheres already established? Does anything surprise you or make an impact on you?)*

Describe the encounter itself and your observations about your feelings, the unspoken, the feelings of others, body language and your overall impressions.

Review (*As you write down the conversation, record your current observations, feelings and questions . How do you interpret what was happening? How do you evaluate your interventions?)*

Insights: NAMV

- a) *Whose **N**eed(s) were met during the encounter?*
- b) *What does this experience tell me about my caring **A**bility?*
- c) *What does it tell me about **M**e?*
- d) *What questions does it raise about my **V**alues (that inform my attitudes and behaviours)?*
 - *With whom did the power lie in the case study?*
 - *Whose voice(s) dominated or had most value?*
 - *Whose voice(s) were not heard or undervalued?*

Future action

What future action will you take in relation to this encounter:

- *For the wellbeing of the patient/carer/member of staff or others involved?*
- *For your own future practice?*
- *For your own wellbeing?*

For further information please contact

Ewan Kelly (Programme Director for Spiritual Care, NES): ewan.kelly@nes.scot.nhs.uk

References

Kelly, E. 2013 Translating Theological Reflective Practice into Values Based Reflection: A Report from Scotland. *Reflective Practice: Formation and Supervision in Ministry* 33 (available on-line)

Paterson, M. and Kelly, E. 2013 Reflective Practice: a method developed for healthcare chaplains in Scotland. *Practical Theology* 6(1): 51-68.