* Modeling the Way: The Power of Reflective Practice

Juliana R Weaver, MA
Family Support Supervisor
IMH-E® (II), Infant Family Specialist
JACHiP

Sheri L Parcell
State Leader/Director of Training & Technical Assistance
PAT State Office/Families Forward Virginia
Workshop Intentions...

- Review the concept of Reflective Practice
- Discuss Organizational Reflective Practice and the importance of Reflective Supervision
- Challenge ourselves to be reflective as we consider strategies to manage the challenges and build our circles of support
- Share some simple tips to help you take reflection deeper into your daily practice
Who’s with us today?

- Child Welfare Providers
- Childcare Providers
- Supervisors
- Program Administrators
- What “buckets” did we miss?
Reflective Practice Is....

an approach designed to encourage learning through thoughtful observation of oneself and others.

- Rebecca Parlakian, Zero to Three
Being Reflective is ...

* a habit, structure or routine created around examining experience.

* fundamentally structured around inquiry. It is driven by questions, dialogue and stories.

* the ability to wonder, to open the door to new ideas and insights.
Why is being reflective important?

- Feelings matter
- Helps integrate theory and practice
- Encourages strategic thinking
- Promotes greater self-awareness > more effective work > better outcomes
Reflective Practice Is Not...

- Counseling/Therapy Session
- Avoidance of problems or accountability
- One-sided - All parties play an active role
* Provides support

* Alleviates frustration and stress

* Provides oversight

* Lower rates of staff turnover
“Reflective Supervision is essential to maintain staff morale and retention.” ~ RN Supervisor, Nurse Family Partnership

“Reflective Supervision is a parallel process. My goal is to model the desired relationship between provider and client through my relationship with supervisees.” ~ Maria Fontera, LSW, Director Child and Family Services

“Gives permission to staff to share how they feel about me and our relationship. I don’t know if I could have done that before.” ~ Reflective Supervision 1.0 Participant

“Benefits far outweigh the costs.” ~ Reflective Supervision 1.0 Participant

“We aren’t therapists, but this work is therapeutic. And that’s manageable.” ~ Reflective Supervision 1.0 Participant

“It’s now part of our culture. We’re not where we want to be yet, but we’re sharing it outside of our organization, and the response is very positive. What an awesome thing for families and staff!” ~ Reflective Supervision 1.0 Participant
It’s easy to say why *reflective supervision* and ultimately *reflective practice* are good. The tough part comes when we try to integrate it.

**WHY** is that?
Circles of Support – one way of looking at them
Circles of Support – another possibility to consider

- Children
- Parents/Primary Caregivers
- Child Welfare Providers
- Supervisors
- Program Administrators
- Community Partners/Resources
What must we consider **and integrate** into practice to become a reflective organization?
*Were any of these on your lists?

RP integration needs...

Practice Reflective Listening
Commitment to Reflective Supervision

Cultural Competence
Part of Strategic Planning

Community Partner Sharing
Value and Model Self-Care

Trauma-Informed
Organizational Buy-in

Ongoing CQI
Self-Awareness

And More....
On the list your group created:

1. Each individual in your group will put a darker-colored checkmark (based on the markers at your station) beside all the items that you/your organization is doing well.

2. Once you have completed item #1, grab a lighter-colored marker and place checkmarks beside the items that you feel you/your organization is stuck on, don’t do well, or haven’t even considered yet.

3. Then return to your seat, taking time to look at other lists on your way, and consider making some notes on anything you feel would be helpful to capture from this activity. We’ll discuss at the end.
*Reflection needs champions
  * Champions ≠ Experts/Master Reflective Practitioners
  * Champions emerge, influence and attract rather than ‘promote’

*The language of reflection becomes your culture

*Should be practiced at every organizational level simultaneously

*Be patient, yet always intentional and trusting in the process—institutionalizing reflective practice takes time
Ways to Embed Reflection

* Expect it- “What do you think?”
* Encourage it- “Let’s slow down and think about it carefully.”
* Model it- “I’m not sure, I have to think about that!”
*Reflective Practice begins with YOU!
How do I make RP part of our culture in a team environment?

* Self-Awareness
* Sense of what’s driving the ship?
  * Organizationally
  * Professionally
  * Personally
* Sense of wonder and desire to understand and support the organization, especially those with whom I work (i.e., peers, supervisor, families)
* Knowing where to get more information when I’m stuck

Self-Assessment Tool: https://www.zerotothree.org/resources/413-leadership-self-assessment-tool
*Questions that help us stay in the reflective zone...*

* What did I do that worked and why?
* What did not work and why?
* What might I do differently should the same situation arise?
* How do I feel about what happened in that situation and my reactions to it?

(ILLINOIS CHILDREN’S MENTAL HEALTH PARTNERSHIP, 2013, p.18)
* Applying the questions...

* What does a typical [staff meeting, RS meeting, home visit, family partnership meetings, admin meeting, advisory meeting, etc.] look like from my perspective?

* What went well?

* What didn’t go the way I had hoped? Why?

* What might I do differently in the future should the same situation arise?

* How do I feel about what happened and how I reacted to it?

* If it was a negative reaction, what do I need to do to address it (personally and professionally)?
More questions to ask and often...

* How does our current ‘program culture’ support reflective practice?
* How reflective have I been with those around me?
* How often do I pause to observe and listen to what others are saying/doing and why that might be?
* How often am I quick to judge/assume based on others’ actions or words?
* Do I hear myself telling people what they need to do more often than asking them questions?
* Are there some people with whom I feel I can be more reflective? Why?
* Where can I go to get help with [this]? When will I actually seek it?
The Ripple Effect

The assumption that change has to start at the top is wrong.

Start where you are.

Jesse Lyn Stoner
SeapointCenter.com
A few good starters when helping others reflect...

* What was going through your head when that happened?
* Why do you think you reacted that way?
* How did it make you feel when...?
* I’m not sure I understand. Tell me more.
* How would it look if you did .....?
* That sounds [overwhelming/scary/intense/exciting]. Want to talk about it?
A few more good starters when helping others reflect...

* I noticed you sounded [angry/quiet] when you described...

* You looked really [sad/angry/different] when you said that. I’m wondering why that might be.

* Wow! That’s an amazing and difficult story. How does it make you feel?

* I wonder if we have any [other info/data] that could help us with this?
Reflective Practice begins and also ends with YOU!

It's not all about me. But mostly it is.
THE SELF-REFLECTION MANIFESTO

ARE YOU LIVING YOUR LIFE TO THE FULLEST RIGHT NOW?
WHAT WOULD YOU DO IF YOU CANNOT FAIL? IF THERE ARE ABSOLUTELY NO LIMITATIONS IN MONEY, RESOURCES, TIME OR NETWORKS?
DO YOU LOVE YOUR JOB?
WHY/WHY NOT?
WHAT WOULD YOU DO IF YOU HAVE 1 YEAR LEFT TO LIVE?
HOW ABOUT 1 MONTH? 1 DAY? 1 MINUTE?

WHO ARE YOU?
WHAT ARE YOUR VALUES?
WHAT DO YOU FEAR MOST?
WHY?
WHAT ARE YOUR BIGGEST GOALS AND DREAMS?
ARE YOU PUTTING ANY PARTS OF YOUR LIFE ON HOLD?
WHY? IF YOU WERE TO DIE TOMORROW, WHAT WOULD BE YOUR BIGGEST REGRET?
WHAT CAN YOU DO TO MAKE SURE THAT DOES NOT HAPPEN?

HOW ARE YOU FEELING TODAY?
WHAT IS YOUR LIFE PURPOSE?
DO YOU LOVE YOURSELF?
WHO ARE THE MOST IMPORTANT PEOPLE TO YOU IN THE WORLD?
HOW ARE YOU SHOWING THEM YOU CARE?

IF YOU HAVE 1 MILLION DOLLARS, WHAT WOULD YOU DO WITH IT?
IF YOU ARE TO DO SOMETHING FOR FREE FOR THE REST OF YOUR LIFE, WHAT WOULD YOU WANT TO DO?
WHO DO YOU LOOK UP TO?
WHAT DRIVES YOU?
WHAT INSPIRES YOU?
WHAT ARE YOU PASSIONATE ABOUT?
WHAT ARE THE BIGGEST THINGS YOU’VE LEARNED IN LIFE TO DATE?
WHAT LIMITING BELIEFS ARE YOU HOLDING ON TO? ARE THEY HELPING YOU ACHIEVE YOUR GOALS?
HOW CAN YOU DO THIS BETTER THE NEXT TIME?
ARE YOU SETTLING FOR LESS THAN WHAT YOU ARE WORTH?
WHY?
IF YOU ARE YOURSELF 1 YEAR FROM TODAY, HOW WOULD YOU ADVISE THE YOU NOW?

WHAT IS YOUR IDEAL LIFE?
WHAT’S THE TOP PRIORITY IN YOUR LIFE RIGHT NOW?
WHAT ARE THE BIGGEST ACTIONS YOU CAN TAKE NOW TO CREATE THE BIGGEST RESULTS IN YOUR LIFE?
WHAT IS ONE THING YOU’RE GOING TO DO DIFFERENTLY AFTER READING THIS?
* So, did we...

- Review the concept of Reflective Practice
- Discuss Organizational Reflective Practice and the importance of Reflective Supervision
- Challenge ourselves to be reflective as we consider strategies to manage the challenges and build our circles of support
- Share some simple tips to help you take reflection deeper into your daily practice
Thank you for your participation!