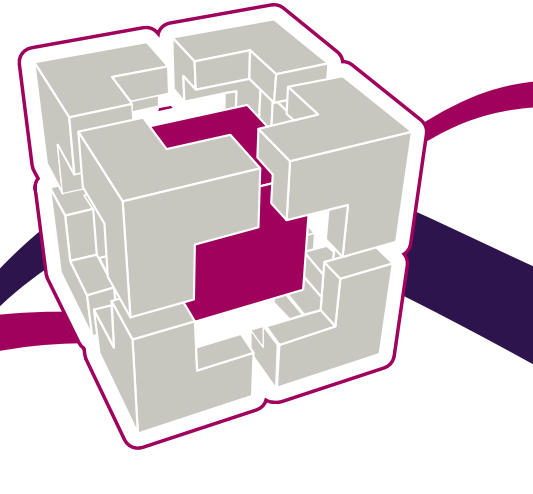




Leadership Academy

Healthcare Leadership Model 360° Facilitator reflective learning guide



www.leadershipacademy.nhs.uk

How to use this reflective learning guide

Research suggests that taking action to commit to a habit of 'stepping back' and reviewing 'where you are at' both emotionally and in relation to your wants, needs and choices, will maximise the likelihood you increase your openness and learn from your experiences.

This document aims to help facilitate your reflective learning over time. Whilst not an exhaustive set of materials, they are intended to be used as a useful starting point. We encourage you to add your own reflection questions and resources to ensure that you have the right support for you. You may want to buy yourself a special file (something attractive to you) that you can store your reflections in (remember, your thoughts and feelings are important!).

Remember: time is all you have. If you don't have time to reflect on what you want and where you are 'at', how can you get what you want?

My reflections on the feedback session

Client name

Session date

My reflection top tips

- Remember, your reflection is real *me* time – take your time and make yourself comfortable.
- Try and complete the reflection on the day at a time when you can have an undisturbed 10 minutes for yourself.
- Use the questions that follow as prompts, you don't have to complete all of them and you may want to add some more of your own.

Reflections on the session

What went well? You might want to comment on what happened *before* the session (relationship building and preparation) as well as *during* the session (introduction, exploration and summary/action planning)

How did you feel in the session? You might want to comment on the rapport, openness and level of true engagement for both you and the participant

The following factors have been important and why:

How **open** have I been in the session?

– with **myself**, what I can learn from this is:

– with **the participant**, what I can learn from this is:

The extent to which I have achieved the right balance of support and challenge:

Looking back on my reflections **one** thing I choose to do differently in the next feedback is:

One thing I choose to take credit for in delivering this feedback session is:

My periodic review

It is helpful to review a collection of feedback sessions after a period. This section has prompts to help you. Gather your individual reviews and client feedback forms, read them and then respond below.

Period (dates from/to)

My overall view

- How *engaged* and *happy* are you in the role of giving feedback right now?

1 Not at all	2	3	4	5 As engaged and happy as I could be
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- How *effective* do you feel you are at feedback right now?

1 Not at all	2	3	4	5 As effective as I could be
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Looking at my ratings above, what I can learn from this is:

What I notice and take from reading the documents is:

What I want to do about this is:

The specific actions I need to take to make this happen are:

I know I will have achieved a difference when:

Next steps

- Please re-read your reflections. Once you've re-read them decide whether you want to amend them and choose to act accordingly.
- Share your commitments and plans for this month with someone – you are more likely to commit to change if you share your intentions.
- Keep your commitments in a place where you can see them/have easy access to them and check back on them as part of a regular review.

Help and support

If you would like further help and support, please don't hesitate to contact the helpdesk on +44 (0)1242 282 979 or by emailing 360support@jcaglobal.com.

Alternatively, you can view **Frequently Asked Questions** by following this link: <http://modelfaq.jcaglobal.com/#self/360>.

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