

Reflective practice

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Why reflect?

Stops complaints?

Provides better service for our clients?

Develops service?

Provides job satisfaction?

Develops the Audiologist

What is reflective practice?

A means to explore issues in relationships and process these issues in order to develop practice.

Reflective frameworks

www.flyingstart.scot.nhs.uk

Jasper, M(2003) Foundations in Nursing and Health Care – Beginning Reflective Practice. Nelson Thornes

Redmond,B (2006) Reflection in Action: *Developing reflective practice in Heath and Social Services*. Ashgate

The reflective process – a beginner's guide

Think about the encounter

What issues come up?

How do you feel about these issues

why do you feel that way?

(you may find “focusing” helpful)

What do you think the other person was thinking or feeling

why do you think that might be the the case?

What could you have done differently?

How are you going to integrate that into your practice?

What prevents good reflection

Not making time to do it

Reluctance to accept self criticism or feedback

Lack of Self awareness

How well do you know yourself?

Exercise







Bernadette



Psychological aspects of reflection

Transference

Counter transference

Stereotyping

Ego defences

Transference

Where the patient/client sees the “therapist” as a significant person in their life

Can be positive or negative

Counter transference

Where the “therapist” sees the patient/Client as a significant person in their life

Can be positive or negative

Stereotyping

Can lead to assumptions being made

Doctor's letter 1

This delightful old lady has noticed she is a wee bit hard of hearing. She certainly seems to be struggling in the clinic today, please see her for a hearing aid

Doctor's letter 2

This 75 year old man insists he has difficulty hearing despite the fact that he could hear me perfectly well today! He is a frequent visitor to our department, despite this he is generally in good health. Please test his hearing

Ego defences

**Described by Freud and used in
Psychoanalysis and psychodynamic
counselling**



Ego defences in Audiology

Denial

It's not my fault I gave her the right hearing aid

I did everything right, there was nothing else I could do

Its up to the person to use the aid, I can't go home with them

For further reading on ego defences read Nelson Jones(1995)

So how do we reflect

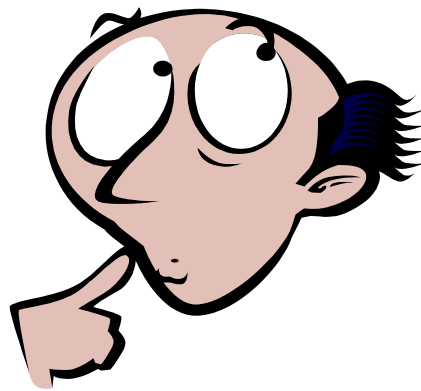
Make time to reflect as soon after the event as possible

Use a reflective tool such as the reflective journal template

Practice developing self awareness in order to become more aware of the dynamic in the relationship during consultations.

Be open to the self.

Questions?



References

Gendlin, E.T (1997) 2nd Ed *Focusing*. Bantam Doubleday Dell publishing

Jasper, M (2003) *Foundations in Nursing and Health Care – Beginning Reflective Practice*. Nelson Thornes

Nelson-Jones, R (1995) Ed. 2nd Ed. *The theory and practice of counselling*. Continuum International publishing Group

Redmond, B (2006) *Reflection in Action: Developing reflective practice in Health and Social Services*. Ashgate

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