
Reflective Practice

Group 3

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Objectives

After this training resource, you will be able to:



- Define reflective practice
- Identify the importance of reflective practice in customer service
- Know the various models associated with reflective practice
- Incorporate reflective practice towards your work

Reflective Practice

The origin of the term 'reflective practice' can be traced back to the research of Dewey and Schon:

"Reflective practice is the ability to reflect on one's actions so as to engage in a process of continuous learning".

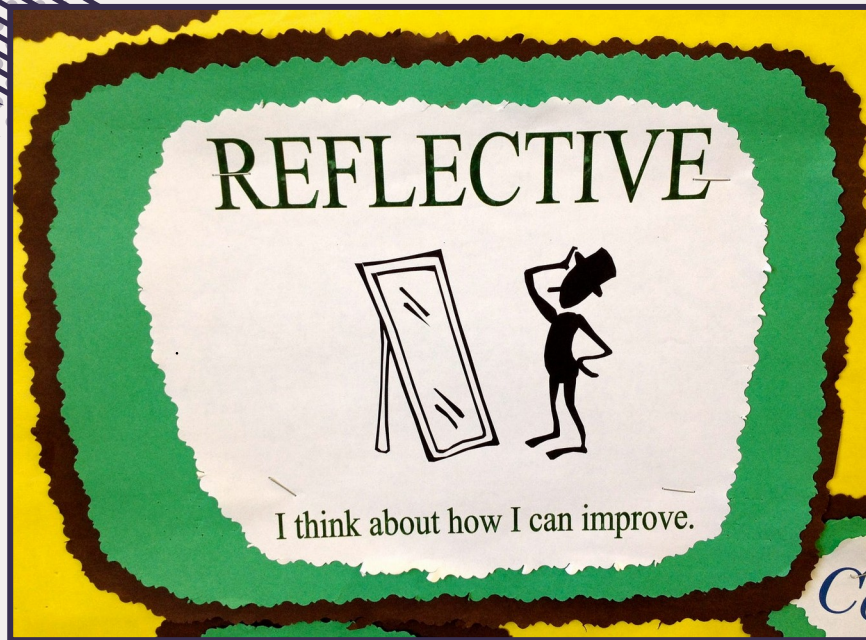
- (Schon, D. 1983)

"Reflective practice refers to the active, persistent and careful consideration of any belief or supposed form of knowledge in the light of the grounds that supports it."

- (Dewey, J. 1910, p. 6)

Reflective Practice

Great overview of the concept



Reflective practice is a process of **self-assessment and self-reflection** that includes analyzing one's considerations, activities, and encounters in order to gain understanding and progress performance (Pulapaka, 2023).

Why is reflective practice important?

Reflective practice is critical in trade because it permits people to learn from their encounters, identify areas for enhancement, and make informed choices. It promotes nonstop learning and professional development (Powell & Heath, 2023).

Benefits of Reflective Practice

1

Improved decision making

Reflective practice allows business professionals to critically evaluate their past choices and identify areas for improvement (Pulapaka, 2023).

2

Increased self-awareness

Reflective practice promotes a more profound understanding of one's strengths, shortcomings, and values (Pulapaka, 2023).

3

Superb overview of the benefits

Enhanced problem-solving skills

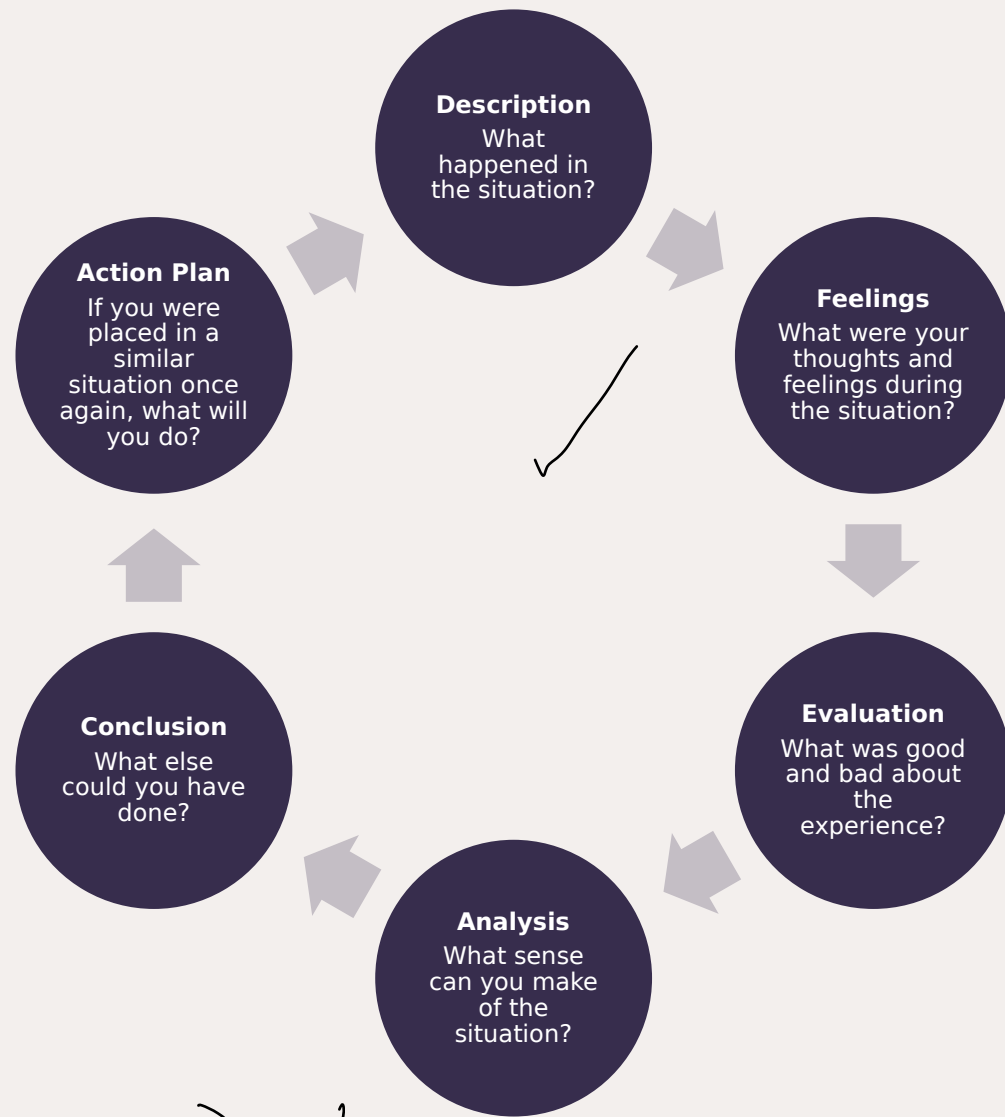
Reflective practice helps develop the ability to solve complex problems, generate innovative solutions, and adapt one's approach according to their previous experiences (Pulapaka, 2023).

Models of Reflection

— Reflective practice models allow you to deeply analyze a certain situation in different perspectives and identify the various factors that led to the situation (Ashby, 2006).

Gibbs' Reflective Cycle

The **Gibbs' Reflective Cycle** is a 6-segment reflective practice model created by Graham Gibbs in 1988 to provide structure to experience-based learning. It provides a structure for analyzing experiences and, because of its cyclical nature, works especially well with recurrent encounters, enabling you to make plans and learn from things that went well or poorly (The University of Edinburgh, 2020).



Source:

<https://studyskills.federation.edu.au/wp-content/uploads/2020/06/gibbs-reflective-cycle-diagram.jpg>

[gibbs-reflective-cycle-diagram.jpg \(1086×1090\) \(federation.edu.au\)](https://studyskills.federation.edu.au/wp-content/uploads/2020/06/gibbs-reflective-cycle-diagram.jpg)

Rolfe's Reflective Model

Rolfe's Reflective Model was developed by Gary Rolfe and his colleagues. It consists of three important questions which allow you to reflect about what happened in a situation, the effects of your decisions in the situation, and how you might change your approach towards the situation in the future. Just like the Gibbs' Reflective Model, this model is cyclic and continuous (Business Bliss Consultants FZE, 2018).

Great overview of the Gibbs and Rolfe models



Source: (Pandolfi, 2024, Week 2 – Reflective Practice)

Ways to do Reflective Practice

Document your experiences

Jotting down your thoughts, structured or unstructured, allows you to record past information which you can use to look back on in the future (Bown, 2021).

Use various reflective models

Reflective practice models such as Gibbs' and Rolfe's can provide structure as you reflect on past experiences (Bown, 2021).

Reflect with your peers

Doing reflective practice with your peers can help you gather diverse insights and perspectives regarding your situation (Bown, 2021).

Let's Discuss!

In this activity, trainees are encouraged to participate in a collaborative group reflection to test their knowledge in reflective practice.



After watching the skit, do the following:

- Imagine yourself as the hotel receptionist

Excellent skit choice and explanation of activity. One suggestion: perhaps images of both the Gibbs and Rolfe model could have been re-added for easy access on the steps.

- Using any of the aforementioned reflective practice models, **identify what went wrong with the situation and how the situation could have been handled better.** Take into consideration each step and ask yourself questions to assess the situation.
- Finally, **come up with an action plan** to solve the current situation and prevent any similar instances that may happen in the future.

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