



**Reflective Practice and Resilience
101 Webinar**



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Introduction



Hello my name is Amanda Tooth and I am Associate Trainer with Homeless Link

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What to Expect



- Overview of Reflective Practice
- A peek into Emotional Resilience
- Time to reflect and some 'top tips'

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Current Context



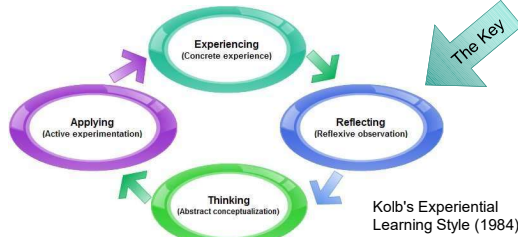
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Reflective Practice



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How we Learn



Kolb's Experiential Learning Style (1984)

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Reflective Practice



Learning through, and from experience, in order to gain **new insights, development and growth**

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Reflective Practice



"... a **conscious activity** in which we **engage to explore** our experiences and develop new understandings and conceptualisations."

David Boud (1987)

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Not something you do it is 'a way of being'

There are many Reflective Practice Theories and Models

Reflective Practice

1910 JOHN DEWEY HOW WE THINK

1983 *The Reflective Practitioner* How Professionals Think in Action Donald A. Schon

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reflection in action thinking while doing

reflection on action after the event thinking

Adapted from Schon (1983)

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Turning experience into learning

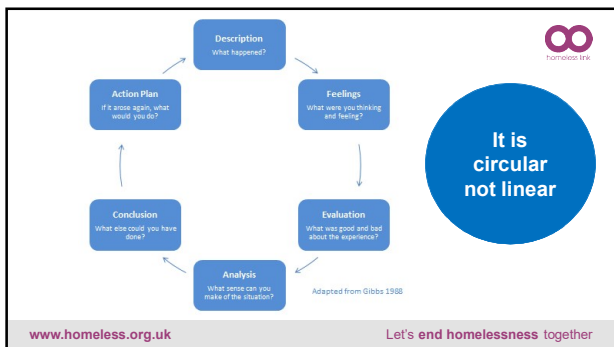
What? EXPERIENCE

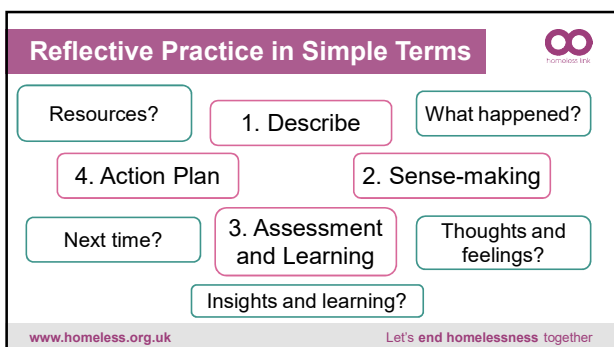
So what? REFLECTION

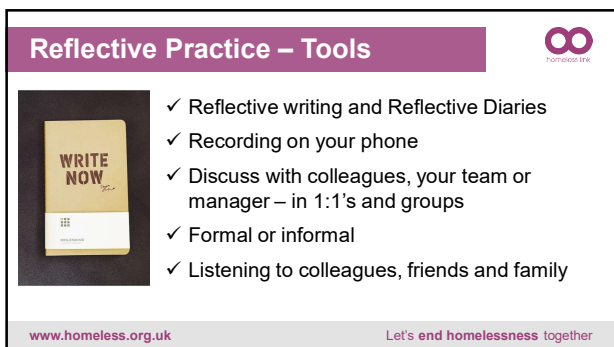
Now what? LEARNING


Adapted from Boud et al (1985)


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Reflective Practice – Tools 




- ✓ When reading or studying
- ✓ When showering, exercising, driving, relaxing, cooking, washing-up, gardening or being creative

Aim is to integrate reflective practice into your everyday life so it becomes 'a way of being'.


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Reflective Practice During COVID 



- ✓ Not nice to have ... it is essential!
- ✓ Navigating uncharted waters
- ✓ Constant change
- ✓ Remote or disjointed working
- ✓ Familiar tools and resources challenged
- ✓ Need to ensure safe working for all

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Reflective Practice – Quotes 

"It helps us stay in a positive frame of mind about clients, process the more challenging behaviour and its impact upon us as staff." -**Thames Reach Waterloo project staff**

"Happy, healthy staff" who are "open and honest ... not always answers at the end of the rainbow but there may be a new approach."
- **Oasis Aquila Housing Day Centre Manager**

"I don't feel so alone"
- **Staff at Peter Bedford**

"How we behave and feel is integral to our job"
- **St Basils CEO**

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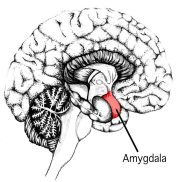

Emotional Resilience



**KEEP CALM
AND
CARRY ON**

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Introducing the Star of the Show



- A primal response to a perceived threat which prepares the body to respond and keep us safe
- Our own personal smoke detector

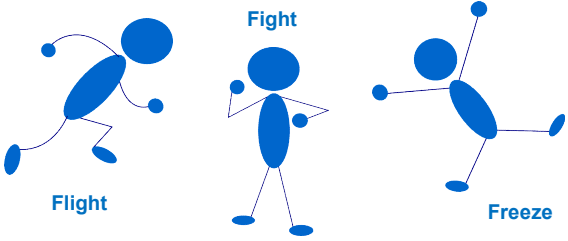
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Current Context




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Response to Perceived Threat



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Response to Perceived Threat



Stress
Stress results from an imbalance between demands and resources
R S Lazarus & S Folkman, Stress, Appraisal and Coping (1984)

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Keeping Us Safe




- Triggered by 'stressors'
- Some common stressors but different for different people
- Sharing how we feel and listening to others using a reflective process can help us see things more objectively and prevent us feeling isolated in our experience
- Learn new coping strategies.

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Emotional Resilience




- ✓ How we perceive and respond to stressors
- ✓ Ability to recover from a negative experience
- ✓ Builds self-efficacy and coping strategies
- ✓ Enables us to 'take risks'
- ✓ Can be learnt and developed
- ✓ In the poll it was 'all of the above'





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Developing Emotional Resilience

- ✓ Engage in Reflective Practice
- ✓ Develop your 'awareness' and ability to be present
- ✓ Slow down and learn to be mindful
- ✓ Practice self-care: exercise, food, rest, self-compassion
- ✓ Connect with people and with nature
- ✓ Think positively and practice gratitude
- ✓ Do something that makes you feel good
- ✓ Look back and see how far you've come
- ✓ Remember you can only do so much
- ✓ Practice positive 'non-verbal's and smile!




Emotional Resilience SOS

1. Stop. Close your eyes, take two deep breathes; in through the nose and out through the mouth
2. Breathing naturally, follow your breathe for a few minutes as it goes in and out – with each out breathe tell yourself to gently "let go"
3. Open your eyes, find a mirror and smile ... really smile ☺

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Post Webinar Exercise (for a week) 

At the end of the day review it. Was there anything you wish you had done differently? Draw three columns.

1. Describe objectively what happened in a sentence or two
2. What was going on for you? What were you thinking? What were you feeling? Do you know why?
3. What could you do differently next time? What do you need to be able to do that (knowledge, skills, support)?

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Today's Top Tips 




Helpful
Tips

1. Slow down and learn to be 'present'
2. Develop your self-awareness
3. Fully engage with the task at hand

And finally, at this time it is so important to remember to practice good self-care



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Signposting 

Check out the **Homeless Link Website** for lots of helpful resources

Homeless Link Reflective Practice in Homelessness Services (2014)
<https://www.homeless.org.uk/sites/default/files/site-attachments/Reflective%20practice%20briefing%20March2017.pdf>

IRISS Reflective Practice Resources
<https://www.iriss.org.uk/resources/multimedia-learning-materials/reflective-practice>

Frontline Network
<https://frontlinenetwork.org.uk/news-and-views/2017/08/the-value-of-reflective-practice>

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