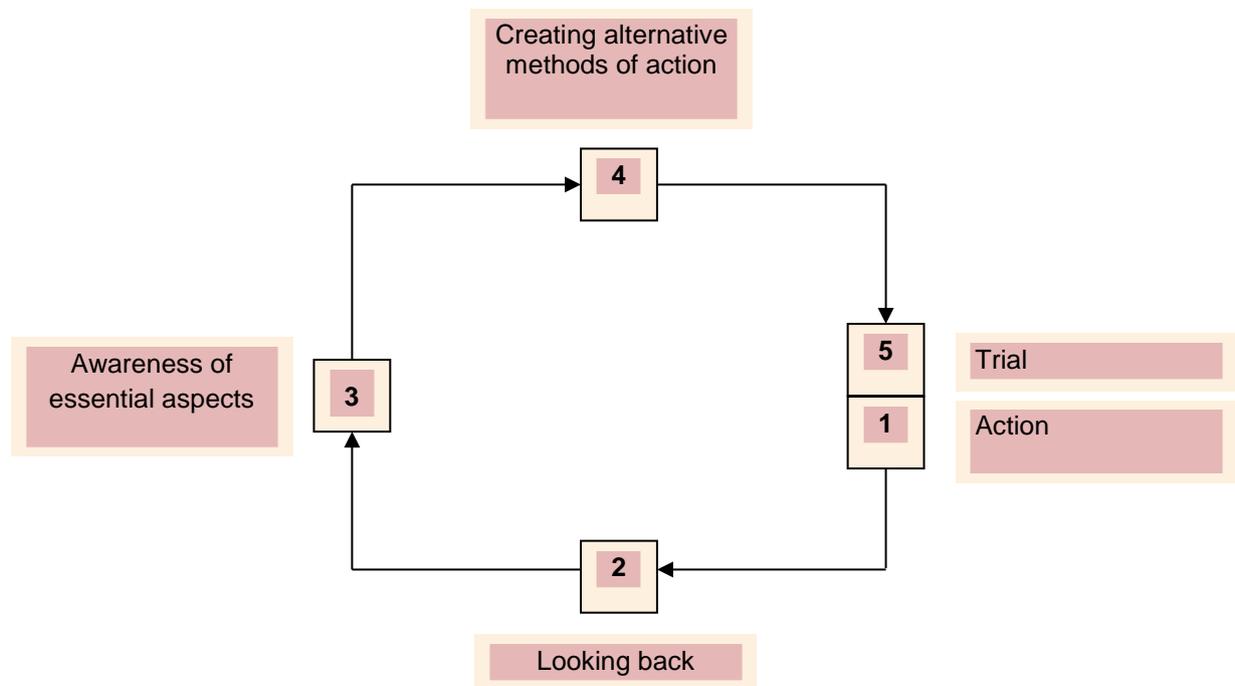


Reflection
Module 2
Exercise 2.13

Reflection is a vitally important part of self-development and learning. You reflect by (re)interpreting experiences and by attaining a higher level in the way you practice your profession. To achieve this, we use Korthagen’s reflection model.

The reflection model

The reflection model looks like this:



Phase 1 In phase 1, practical experience is gained; this can involve a wide variety of activities.

Phase 2 In phase 2, you look back at this practical experience. In doing this, you try to reproduce as concretely as possible what happened during the practical experience. This relates to what you wanted, what you felt, what you thought and what you did.

Phase 3 In phase 3, you bring to light the most essential aspects of the practical experience. What actually didn't go well? What can you become better at?

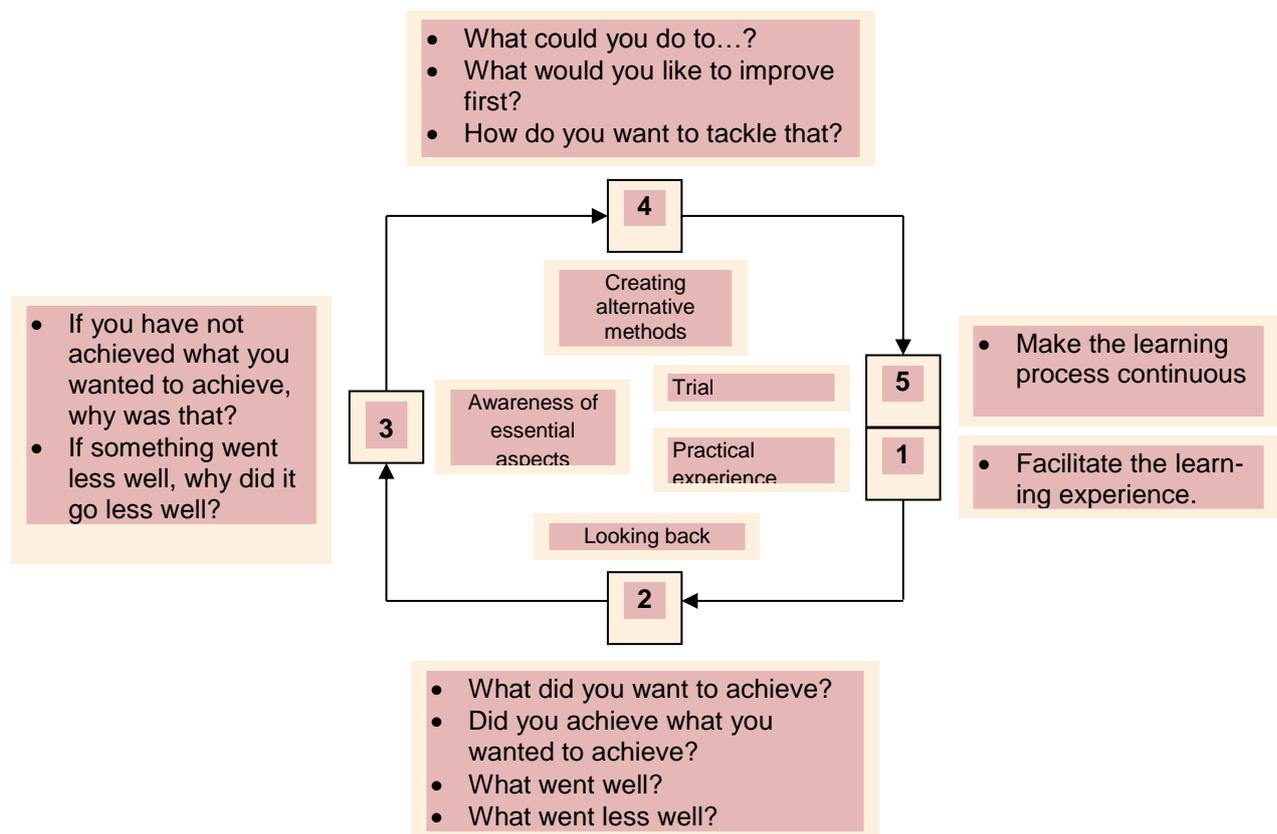
Phase 4 Then in phase 4 you look at what you can do to improve yourself. And you determine the best solution.

Phase 5 In phase 5, you can try out the best solution that you identified in phase 4. When you actually start trying out this solution, the fifth phase again becomes the first phase. So that the reflection process can start again.

Coaching skills for the reflection model

When, as a supervisor, you start helping an employee to reflect, that employee can use coaching skills in every phase of the reflection model.

The following diagram displays those skills:



Steps 2, 3 and 4 are particularly important for the supervisor because he can help the employee with them. By asking the questions specified for each step, he can help the employee to reflect. It may be difficult for an employee to reflect by himself, so it is then very important to ask the right questions. These must be questions that inspire the employee to reflect on the learning experience he has had. As a supervisor, you must ensure that the employee himself comes up with alternatives and solutions. Do not try to tell the employee what he should do to improve himself.