



Target Audience

Health, Social Care and Housing Managers, Deputies and Team Leaders.

This course has been developed for Managers to effectively use reflective and reflexive practice with their teams to continually increase performance through increased resilience, decreased burnout and dealing with change. Through the course the benefits will include continues improvement of services, employee engagement and health and wellbeing. Understanding these practices it will support the reduction of sickness, staff turnover, stress, absence and improves resilience and improve performance of staff and service operations.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, interactive polls, questionnaires and drawing tools, scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ ILM- Institute of Leadership and Management
- ◆ The Leadership Qualities Framework

Course Content

- ◆ Reflective and reflexive practice
- ◆ Benefits of reflective and reflexive practice
- ◆ Own behaviours and the impact on your team
- ◆ Reflective practice models
- ◆ Importance of reflective thinking
- ◆ When to reflect about an event
- ◆ Reflection of previous practice
- ◆ Techniques for reflective practice
- ◆ Support the team to reflect

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Explain what is meant by reflective and reflexive practice in service provision
- ◆ Describe the impact your own behaviour had on your team and how to improve and challenge others' behaviour
- ◆ Explain the different models of reflective practice and understand how it works in practice
- ◆ Describe the importance of reflective thinking and the benefits this will have on your team
- ◆ State the correct time on when to carry out reflection and the benefits this will bring to your own practice and others
- ◆ State the different techniques to reflective practice
- ◆ Give an example of how you can support a team and individuals to reflect

Duration: 6 Hours