REFLECTIVE PRACTICE: LOOKING AT YOUR WORK FROM THE INSIDE OUT

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Reflective Practice

System to System
Supervisor to Supervisee
Peer to Peer
Professional to Client
Why does it matter?

We all have thoughts, feelings, and experiences we carry into interactions with others.

This shapes our perceptions and impacts our decision making.

The purpose of reflective practice is to seek out our internal processes and examine how it impacts our decision making.
Why does it matter?

Once we are aware of our own internal processes, we make better decisions.

When we are unaware of our internal processes, we often make decisions based on assumptions, feelings, and biases which can go unrecognized without this type of practice.
FACILITATING ATTUNED INTERACTIONS (FAN)
Learning Goals of the FAN

- Read communication cues
- Know when the optimal time is to offer emotional support, ask questions, or give information
- Support communication
- Efficiently address the needs of others and respond flexibly
- Develop self-awareness strategies to help manage challenging interactions
- Communicate empathically and efficiently
Facilitating Attuned Interactions (FAN)

Based on developmental principles

• Generalizable to the helping relationship

Based on the concept of attunement

• Feeling connected and understood creates space for individuals to learn and try new ways of relating

The FAN supports attunement by helping you more effectively address the needs and concerns of others by matching to the communication cues they are showing in the moment

• Mindful Self-Regulation
• Empathic Inquiry
• Collaborative Exploration
• Capacity Building
• Integration
Erikson Institute
Facilitating Attuned Interactions (FAN) Approach

- **Empathic Inquiry**
  - ARC Middle
  - Affect contained
  - Understanding issue together

- **Collaborative Exploration**
  - ARC Beginning
  - Verbal/non-verbal intense feeling
  - Other Person's Concern
  - Professional Concern

- **Capacity Building**
  - Professional & client contained
  - Client sees multiple perspectives
  - Ready to try a new way

- **Integration**
  - ARC End and ARC post-contact
  - Insight/discovery "aha" moment

- **Mindful Self-Regulation**
  - ARC Pre-Contact
  - Professional feels dysregulated

- **THINKING**
  - Increase Confidence & Competence
  - Strengthen Relationships
  - Strengthen Program Quality

- **FEELING**
  - Reflecting

- **DOING**
  - Calming
Conscious Attunement

Reading the cues of another

Attuning to their internal state

Engaging in a way that reflects this understanding

The other person feels more connected and understood; the interaction flows

Repairs are accepted as part of the process

Relationships strengthen; capacity builds
HOW IS IT HELPING?

Reflective Consultation &
FAN Training
REFLECTIVE CONSULTATION
Statements rated most highly by reflective consultation participants

- *Feeling nurtured and supported by reflective practice consultant*
- *Formed a trusting relationship with reflective practice consultant*
- *Encouraged to talk about emotion*
REFLECTIVE PRACTICE FAN TRAINING PROGRAM
Professional Burnout

BURNOUT REPEATED MEASURES ANALYSIS

- *difference is significantly different (p<.05)*
Empathy – Interpersonal Reactivity

INTERPERSONAL REACTIVITY INDEX REPEATED MEASURES ANALYSIS

* difference is significantly different (p<.05)
• Reflective Consultation
• Reflective Practice FAN Training Program
• Community of Practice

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