



AGENDA

- Introduction
- What is Reflective Practice?
- Benefits of Reflective Practice
- Reflective Debrief –the process
- Reflective Practice/Case Consultation Groups – examples and advantages
- Questions

HAS THIS EVER HAPPENED TO YOU?

- Puzzled by a surprising shift that led to an agreement?
- Confident your approach was being helpful, then confused when the parties threw in the towel?
- Thought: the solution is obvious. Turns out that wasn't the answer.
- Tried an intervention that worked often, this time it didn't.
- Had a hunch, followed it, and it was successful.

DOES PRACTICE MAKE PERFECT?

When I was in school the teachers told me practice makes perfect; then they told me nobody's perfect so I stopped practicing. Steven Wright

People believe practice makes perfect, but it doesn't. If you're making a tremendous amount of mistakes, all you're doing is deeply ingraining the same mistakes. Jillian Michaels

Perfection may be an island out of reach, but setting your sails toward it makes for a magnificent voyage. Richelle E. Goodrich

IMPROVE COMPETENCY IMPROVE SETTLEMENTS

Three methods for using practice experiences as learning opportunities. Sharpen your skills and deepen your knowledge. By doing this, you will become more effective and efficient, leading to better settlements and higher client satisfaction.

1. Case review and reflective practice.
2. Participate in peer mentoring groups.
3. Keep a learning journal.

DEFINING REFLECTIVE PRACTICE

We do not learn from experience...we learn from reflecting on experience. John Dewey

A dialogue of thinking and doing through which I become more skillful. Donald Schön

The point is to recapture practice experiences and mull them over critically in order to gain new understandings and so improve future practice. This is understood as part of the process of life-long learning. Linda Finlay

BENEFITS OF REFLECTIVE PRACTICE

- Promotes self-discovery.
- Results in learning that is practical and enduring.
- Prevents operating on auto-pilot.
- Allows for self-correction and improvement.
- Avoids minimizing or overlooking mistakes.
- Prevents bad habits from becoming etched into our practice routines.

REFLECTIVE PRACTICE PRINCIPLES

- Experience alone does not lead to mastery.
- Excellence is attained by learning through and from experience.
- Aware of theory in shaping practice choices.
- A commitment to life-long learning.
- Improvements in practice result from self-awareness and critical analysis.
- Learning from experience involves a willingness to question our beliefs, assumptions, and expectations

REFLECTIVE PRACTICE MINDSET

- Aware of puzzling practice situations and see them as opportunities for learning something new.
- Curious about our clients' choices, behaviors and attitudes—and about our responses to these actions.
- Avoid flying on "auto pilot." Practice is dynamic and constantly influenced by each new thing we learn.
- Be critically aware of our actions, their purpose and impact.
- Explore the unfamiliar and risk being uncomfortable.

REFLECTIVE DEBRIEF

...helps develop the mediator's capacity for self-discovery and leads to learning that is personal, relevant and lasting.

- Trust client (mediator) to learn what she needs.
- The client determines the scope of the debrief.
- Never use a statement when a question will do.
- The *debrief*er supports the client's exploration and self-discovery.
- The *debrief*er is not responsible to "get" the client to do or understand anything.
- There is no need to reassure the client.

REFLECTIVE DEBRIEF

- "Telling" or advising is of less value than the reflective process.
- Resist the urge to offer opinions, second-guess or judge.
- Do not offer advice, suggestions, or tips unless the client specifically requests them.
- Some phrases to avoid:

Why did you decide to...?	Why didn't you...?
Couldn't you have just...?	Here's what I've done...
What would have happened if...?	Did you consider...?

REFLECTIVE PRACTICE GROUPS

Why we need such groups:

- Work in confidential settings; no opportunity for feedback.
- Lack of process for supervision or mentoring.
- Coaching occurs after role-plays with limited feedback.
- Experiential learning uses pre-set activities, not practice experiences of learners.
- Learning is passive, coming from observation or lectures.

REFLECTIVE PRACTICE GROUPS

- Mediators support non-judgmental exploration of assumptions and motivations that underlie interventions.
- The process utilizes participants' knowledge and experience;
- Emphasis on individualized learning;
- Encourages self-determination and emphasizes self-discovery.
- Lessons often benefit other group members.

LEARNING JOURNAL

A Learning Journal is a way of systematically recording your thoughts, impressions, concerns, questions and reflections.

Objectives of the Learning Journal.

- Reflect upon and learn from your practice experiences.
- Identify your strengths and weaknesses as well as your personal preferences, values, biases, and emotional reactions.
- Evaluate your learning and development.
- Facilitate the integration of theory and practice.

REFLECTIVE PRACTICE A MINDSET AND A METHOD FOR PRACTICE

Intention — commit to learn from experience.

Be attentive — notice what is new, avoid focusing on predictable behaviors and comments.

Be curious—ask questions.

Read

Take time to reflect — before and after each client meeting (guides).
Maintain a **learning journal**.

Participate in a **reflective practice group**.

FOR FURTHER INFORMATION

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The Guide to Reflective Practice in Conflict Resolution
<https://rowman.com/ISBN/978143816616/The-Guide-to-Reflective-Practice-in-Conflict-Resolution>

The Making of a Mediator
https://www.amazon.com/Making-Mediator-Developing-Actistry-Practice/dp/078949922/ref=ast_s-l?keywords=The+Making+of+a+Mediator&qid=155926782&s=gateway&sr=8-1