Reflection in Real Time: Using Principles of Reflective Practice in Your Everyday Work

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What is reflective practice?

• Reflection for action
• Reflection in action
• Reflection on action

Schön, 1983

Facilitating Attuned Interactions (FAN)

Reflection is PACING

• Slowing down the process
• Pausing to consider before jumping to conclusion or moving into action.
• Respecting how much one can take in and giving time for thought

Reflection is perspective taking: The Beach Ball

Reflection is understanding behavior has meaning

• Process by which we understand, interpret, and make meaning of other’s behavior in light of what underlies the behavior
  – Thoughts
  – Feelings
  – Beliefs
  – Wishes and desires
  – Plans that underlie and motivate behavior

Fonagy & Target, 2005, p. 24
Reflection builds self-awareness

- Regularly examine own thoughts, feelings, strengths, growth areas
- Understand how we tend to respond
- Recognize areas for professional and/or personal development

Reflection helps with repair (Sparrow, 2016)

- Reflection is about imperfect processes
- Supports moving from individual-blaming approach to continuous learning and quality improvement

Reflection helps us make better decisions

Attunement: Feeling Connected and Understood

Power of Feeling Understood

“When someone feels truly understood, [truly] known, the attunement that occurs creates a space where it is possible to try new ways of interacting.”


Attunement

What has the week been like for you so far?
Mindful Self-Regulation: When You Feel Out of Balance

- Reading your own cues
- Use Strategies to bring balance
- “MSR helps pull [you] back to the present.”

Mindful Self-Regulation: Helps us stay in balance so we can be fully present

Mindful-Self Regulation: Brings Clarity

What Gets You Stirred Up?

Mindful Self Regulation: An Activity
Reaction to Response

MSR Strategy

Breathing

Grounding

MSR Strategies

Self-Talk

Imagery

Mindful Self Regulation: Putting it all Together

Empathic Inquiry

Feelings!
DANGER

• Feelings can be scary
• We can feel disoriented or overwhelmed
• We worry that if we talk about feelings they might get worse

Lisa Mennet, 2016
Fussy Baby Network Cooper House

Expressing Emotions
Lisa Mennet, 2016

• Is experienced differently by individuals
• What are the explicit or implicit rules?
• Attachment patterns—yours and parents—have a role
  — Dismissing: Moving to “doing” too quickly
  — Preoccupied: Unable to move out of empathic inquiry (feelings).

Acknowledging Feelings Signals
Lisa Mennet, 2016

• Emotions are OK; it’s normal to have strong feelings.
• Feelings can be expressed, shared, thought about and tolerated.
• Emotions provide important information about what to do next.
• Emotions are shared by another in similar situations.

Empathy

Why Use Empathic Inquiry?

• Validates the other person’s reality.
• Aids in emotional regulation, which is needed to shift to productive thought and action.
• Acknowledges feelings which inhibits impulsive reactions.
• Fosters relationships and builds trust.

Hard to Stay with Feelings

When intense emotion/uncertainty is present, most of us have the tendency to move away from them:
• Get activated and try to fix
• Get emotional: rev-up or tune-out
• Try to over-explain, talk, reassure
• What else?
Holding, Validating, Exploring, Containing Feelings

Holding Feelings
- Taking in, feeling an emotional resonance, experiencing, attuning without acting
- Often expressed with face, tone and shared sense of experience.
- Few words, “whew,” “wow”, “ohhh”

Validating Feelings
- “That must have been so hard.”
- “What an exhausting situation”
- “I can hear that this was overwhelming.”
- “How rewarding for you to witness the family’s success”

The Power of Pause
Peggy Kaufman, JCFS of Greater Boston
- Offer your validation in simple language and pause
- A pause gives space to the “other” to connect to her/himself.
- Pause allows for integration, absorption, and integration.

Exploring Feelings
- Can you tell me a little more about what that was like for you?
- What comes up for you when that feeling enters the conversation?
- I’m wondering how that felt when they didn’t show up again.

Containing Feelings Helps . . .
- If you have spent time really hearing and validating the other’s experience.
- If the feelings are lessening
- If you feel the person is “stuck” in same feelings, repeating stories without much affect
- If the feelings/emotional intensity needs more help than you can provide
Bridging: Keeping One Foot in Feeling and One Foot in Thinking

FEELING
I hear how hard this has been and how much you want this to change.

INVITATION TO THINK
I’m wondering if we’re to the place where we might be able to think together about what would help.

Containment
1. You have huge feelings about this, and at this point we need to move into how we hold these, while we support the staff.
2. Until we know more about these changes, there is nothing more we can do, let’s hold this for another time.
3. I appreciate you taking the time to explain how upset you are, but wonder if you might be willing to move into talking about next steps in this project?

Where do you encounter BIG feelings at work?

Empathic Inquiry: Putting it all Together

Collaborative Exploration

Collaborative Exploration
Understanding Together

• Understanding the issue together
• Strategies tried
• Other person’s view
• Changes desired
• Views of important others
• Readiness to try new way
• Planning first steps
• Anticipating “doing”
The Fix It Train!

Stop the train!

An Exercise in Collaboration

• Find a partner near you
• The person who has worked in your organization the longest is the speaker.
• The other person is the listener.
• **Speaker** – Think of something you want to change in your work or personal life

An Exercise in Collaboration

• **Speaker:**
  – Talk about something you want to change in your work or personal life
• **Listener:**
  – FIX THEIR PROBLEM!

An Exercise in Collaboration

• **Speaker:**
  – Talk about something you want to change in your work or personal life
• **Listener:**
  – Use your collaborative exploration worksheet questions to guide your conversation

Collaborative Exploration: Putting it all Together

Capacity Building
6 Capacity Building Strategies

1. Highlight capacities that are already there
2. Elicit what they know: What’s your hunch?
3. Offer and Explore (Drops) information
4. Invite supervisees to practice interactions
5. Watch for Capacity Building and Angel Moments
6. Intervene to support performance improvement

Integration

- Wrapping it all up through:
  - Insight
  - Discovery
  - Reflection

Purpose of Each Question

- Pre-Contact
  - To prepare yourself to be present
- Beginning
  - To understand the other person’s felt experience
  - To identify the agendas
- Middle
  - To share power and collaborate
- End
  - To build the other person’s capacity for reflective functioning
  - Provide closure

Reflections

What is something that you are taking with you from the training that will be helpful to you in your work?
Thank you!

To learn more about FAN training, visit
www.nebraskababies.com/ncrp
or
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