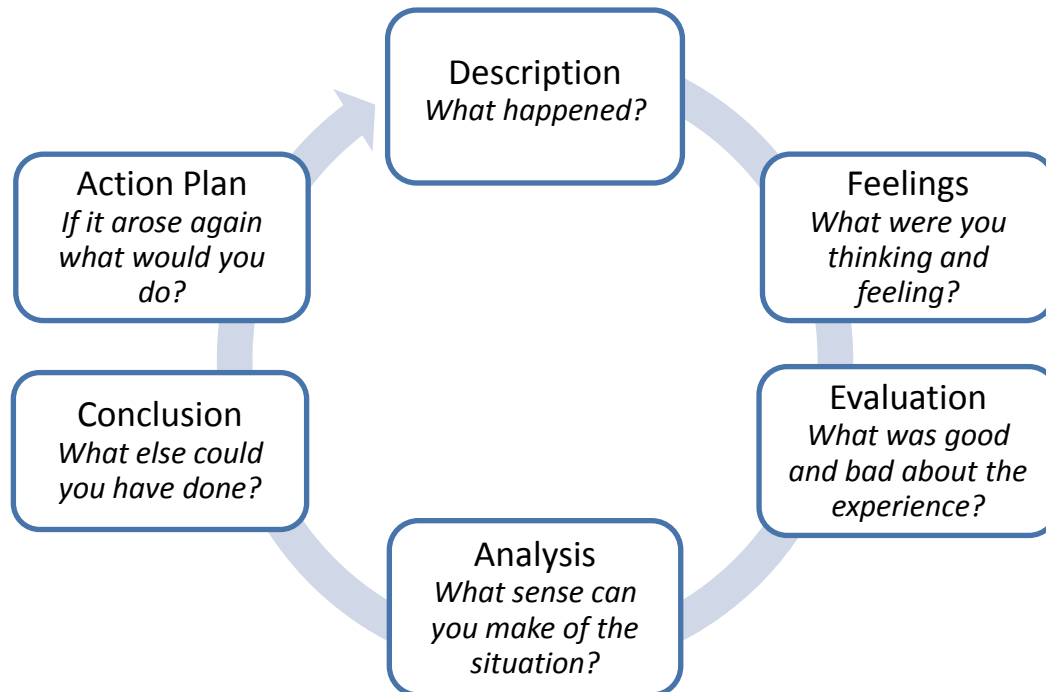


## Models of Reflection

Anne Davies, Head of Audiology Training & CPD, James Cook University Hospital, Middlesbrough

(Adapted from a number of web resources. There's lots of further information on this on the web.)

### Gibbs (1998) Reflective Cycle



### Rolfe et al (2001)

#### Ask Three Questions: What..., So What..., Now What...?

##### 1 What?

- ... is the problem/ difficulty/ reason I feel stuck/ reason I feel bad/ reason we don't get on? (etc)
- ... was my role in the situation?
- ... was I trying to achieve?
- ... actions did I take?
- ... was the response of others?
- ... were the consequences for the patient? for myself? for others?
- ... feelings did it evoke in the patient? in myself? in others?
- ... was good / bad about the experience?

##### 2 So What?

- ... does this tell me about me, my patient, others, my attitudes, my patient's attitudes? (etc)
- ... was going through my mind as I acted?
- ... did I base my actions on?
- ... other knowledge can I bring to the situation (experience, expertise, personal understanding)?
- ... could I have done to make it better?
- ... is my new understanding of the situation?
- ... broader issues arise from the situation?

##### 3 Now What?

- ... do I need to do to make things better/ stop being stuck/ resolve the situation/ improve my patient's care/ feel better/ get on better? (etc)
- ... broader issues need to be considered if this action is to be successful?
- ... might be the consequences of this action?

## John's (2000) Model of Reflection

*Note: I have modified this model by simplifying some of the language and changing the order of questions slightly. I have not changed the basic content of the model. The additional material overleaf (about internal factors) is not part of John's model; it is partly web-based examples and partly my own suggestions & ideas.*

### John's (2000) Model of Reflection (Modified)

Take a real situation you have been in and answer as many questions as you can. This does not have to be in order and some questions might not seem relevant immediately.

**1 Describe the event or incident** (keep this short and include the important aspects rather than a blow by blow account)

1.1 What happened?

1.2 What issues feel significant?

1.3 What are my thoughts and feelings about what happened?

**2 Reflection on the incident**

2.1 What was I trying to achieve?

2.2 Why did I respond the way I did?

2.3 What were the consequences of those actions for me?

for the patient / family?

for my colleagues?

2.4 How did I feel during the situation?

2.5 Why did I feel this way?

2.6 How were other people feeling during the situation?

2.7 How do I know what they were feeling?

**3 What made me act the way I did? (Influencing Factors)**

3.1 What internal factors were influencing my decision making? *(see next page)*

3.2 What external factors were affecting my decision making?

3.3 What knowledge did, or could have, helped my decision making?

3.4 Does this situation remind me of any similar experiences in the past? Am I acting the same or differently each time? Is the outcome the same or different?

**4 Could I have dealt better with this situation?**

4.1 What other choices did I have?

4.2 What would have been the consequences of those choices?

4.3 Did I act for the best?

**5 Learning**

5.1 How do I feel now about this experience?

5.2 If this were to happen again, what would I do differently?

5.3 How has this experience changed what I know? ...

[Empirical knowledge] - my technical / scientific knowledge & my clinical competence

[Ethical Knowledge] - my ethical / moral values, what I feel it is good and right to do

[Personal knowledge] - my self-awareness: recognising how I feel and react, and understanding why I behave the way I do

[Aesthetic Knowledge] - knowing what to do without conscious deliberation (based on intuition, empathy & clinical skill)

## What internal factors influenced my actions? ... some suggestions and ideas

### My expectations of myself

- my sense of obligation / duty
- my conscience
- my beliefs / values - my internal judgement about what is good, right, responsible actions

### My normal practice

- did I draw on my past experience and expertise, for how to act?
- did I feel I had to conform to doing things in a certain way?

### My attitude towards the patient / family

- how did I feel towards them (negative or positive)?
- why did I feel this way?
- did they have mannerisms / behaviour / stories I warmed to, or that irritated me?
- does that remind me of anyone I know [or have known], where I feel [felt] the same way?

### Other people's expectations

- did I feel I had to conform to other people's expectations? (patient, family or colleagues?)
- how did that change how I acted?

### Fear of sanction

- was I frightened of punishment or criticism if I acted in a certain way?

### Time / priorities

- what was my priority / agenda in this situation? (what did I want to happen)
- was this different to the priority / agenda of the patient or family?
- did I feel rushed time-wise, and how did this influence what I did?

### Loyalty

- was there any conflict between my loyalty to colleagues / the department, and what the patient / family expected from me?

### My feelings

- was I anxious and acting in order to avoid conflict?
- was I feeling upset or worried about something else (other than this situation)?

## John's Model of Reflection (Summary)

