

Name :

Date: 12/08/15

7  
Please choose the 'LEARNING TYPE' from the dropdown

Work based : Work based

8  
If 'other' from above, please enter here:

9  
Please explain the activity content here:

My regional sales manager spent 5 hours with me in clinic. This involved him observing me carrying out Audiometry, fittings and service appointments. Between each appointment he gave me constructive feedback on his perspective of the client journey, highlighting strong points and areas for development. We then developed an action plan on areas to improve.

10  
Comment on what went well , not so well , whether you need to follow up etc

I found this exercise very rewarding as it gave me an opportunity to reflect with a colleague on different approaches and ideas on how to provide the best service for the end users. We agreed that I am able to build strong working relationships with the clients, however need to pay attention to the following areas, ensure that the appropriate support for the client is present and not to presume their relationship. For example I assume that X & Y were husband and wife without asking the question. We discussed ways to find this information with sensitive questioning.

11  
Please comment on how knowledge/experience will be put into practice, and how clients/service will benefit:

This reflective process has allowed me to employ a new questioning style. Rather than asking somebody a direct question that may make them feel uncomfortable I can now be more tactful in my approach. It is important when rehabilitating to know who their direct family and friends are to build a picture of their lifestyle requirements. For example rather than saying, "do you live alone?" I could ask "how do the family you live with feel about our hearing?" This will allow me to gain a better understanding of my clients.