

REFLECTIVE MEETING/COACHING SESSIONS

NAME: XXXXXXXXXXXXX

Date: 14th Sept 16

With whom did you meet? My Dept Manager

WORK BASED LEARNING

<p>Summarise the purpose of the meeting</p>	<p>I had a meeting with my manager to assess how I am progressing as I have recently transferred from a different team. My manager asked how I was enjoying it which I said I was and I like the variety of the job. I enjoy going to different clinics and meeting different people. I much prefer it to having a set base. My manager sat in with me whilst I did a full hearing assessment. The appointment went well and I received some good feedback.</p>
<p>What topics were covered in the meeting?</p>	<p>Pure Tone audiometry procedures and using Aurical counselling overlays to explain results. The use of COSI to drill down into specific personal listening goals.</p>
<p>How did you feel about the discussion?</p>	<p>The feedback I received I found to be really helpful.</p>
<p>Describe the points covered that impact on your competencies or service delivery.</p>	<p>My manager explained that I needed to capture emotion with the cosi and ask them how it makes them feel not hearing in certain situations. I did get cosi situations but didn't really delve that deep into them to understand how it made them feel. To sum up the cosi as well my manager mentioned to reiterate their goals for example; 'you mentioned that your goals are.....'. This would help to consolidate the cosi. One of the questions in the assessment pathway is quite awkward to say it asks the patient how concerned they are about their hearing and how they feel about wearing hearing aids. I was told to re-word this and maybe say.....'following the tests if I feel you would benefit from hearing aids would you like me to discuss the options available to help you hear better'. I find this is very subtle way of answering the question as by saying 'yes' to discussing aids means they have some concern about their hearing. My manager also said to use the severity over lays more especially when explaining the blank audiogram to the patient at the beginning of the appointment. Also to use the demo sound files a bit more such as bird song so they can hear those high frequencies with and without the hearing aids on.</p>
<p>How will you act on these?</p>	<p>I will put all the above into practice when I do assessments from now on. In particular I am going to try to word things differently and leave room for the patient to talk</p>
<p>Describe points covered that recognised your competencies were good</p>	<p>My PTA was good and my manner/rapport with the patient was friendly and welcoming. I came across as very professional apparently.</p>
<p>How did this make you feel?</p>	<p>Having someone watch you is always a bit daunting but it is a necessary step in becoming a more proficient audiologist Once qualified and you are no longer supervised you can become a little entrenched in ways that are comfortable so it is good to have another person's perspective on how you work. I'm hoping my patient outcomes in terms of satisfaction will increase as I now know how to word things better so the appointment can flow more easily.</p>

What are you planning to do differently following this meeting /session?	Read up on communication techniques and going observe another colleague to watch different techniques of engaging with patients.
What benefit will patients gain from your actions?	To feel that their listening needs are addressed and to give them confidence that I have understood them and can explain results and actions clearly so they understand what outcomes we are trying achieve.
What areas would you like to discuss next time?	Would like another observation session to see if my manager feels my communication techniques have improved. Would like to cover managing people's expectations.