

Emma uses John's Model

| Reflective Cue (<i>question</i>) | Emma's Story | Way of Knowing (<i>type of knowledge</i>) |
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| Bringing the Mind Home | Focus on the description of events. | Aesthetic knowledge describing what is happening. |
| Significant Issues | Lack of interest from staff to simple request. | Aesthetical knowledge of emotional reactions. |
| How were the others feeling and what made them feel that way? | Thinking about staff concerns. | Perhaps should have asked for their feelings about it? |
| How did I feel and why. What was I trying to achieve and was I effective ? | Thinking about personal bias and impact of that on interaction. | Increased Self Awareness of personal impact and behaviour. Links to communication theory. |
| What were the consequences of my action? | Thinking about if I made the situation better or worse. | Empirical knowledge of The ward, politics, the staff or setting might have led me to talk to particular staff, or changed the way I approached this. |
| What factors influenced what happened? | Was the ward busy and was it just poor timing? | Empirical understanding this ward's environment and routines would have helped me to tune in to their meeting or learning time. |
| To what extent did I act in the best interests of my patient and how did my values influence things | Thinking about professional / ethical considerations here. | Reflexivity – looking at wider social issues Human rights and patient charters as well as local policy guidance are important here. What |

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| | | about the essence of care or the dignity agenda! |
| How does this experience connect with past events in my life? | | Reflexivity – looking further back and making connections. |
| How might I respond more effectively next time ? | Considering <u>a</u> lternative approaches | Talk through some different approaches with a mentor. |
| How do I now feel about this experience and what have I learnt ? | I have learnt to be more thoughtful and plan an intervention and to consider my communication. | Next time I will do my homework on the ward before I go in and anticipate some of their reactions. |