

Case Synopsis/Update

1. Why are we involved with this situation?

2. Update on the situation? Have we made any progress?

Reflection on Experience

What's the situation that has prompted the need for learning/discussion?
What's it like working with this situation?

Reflection on Feelings *Investigating the experience.*

How does the worker feel about the situation? How do the service users feel about the worker and the situation they need help with? What assumptions have they made? Where do those assumptions come from?

Reflection on Thoughts *Understanding the experience.*

Has an exploration of the experience and feelings helped us understand what's happening for the service user or lies at the root of the problem? What new meaning can we make of the situation? What are the alternative explanations? Why is this the best explanation? Can theory help us understand better? Does this learning help us understand any other service users' situations?

What Next? What are we trying to achieve? What are the next steps to achieving change? How will the actions progress the plan and improve outcomes?