



## What are the benefits of doing it in a group?

- **Health and well-being:** reflecting with peers helps us to voice our thoughts and feelings. To process the emotional impact of our work with others. Or to simply take time out and just be.
- **Culture change:** shared group learning, especially in reflective mode, supports changes in organisational culture, especially when becoming psychologically and trauma informed.
- **Personal and professional development:**
  - ✓ learn from our own and others experience,
  - ✓ acquire new skills and knowledge,
  - ✓ reflect on our assumptions and bias,
  - ✓ nurture self-awareness.

Overcoming Obstacles	
Potential barrier	Possible solution
Time	Can you replace a team meeting with a session? Prioritise, diarise, commit, because you will have happier, healthier staff who feel valued
Staff reluctance or anxiety	Dispel any myths. Clarify what it is and isn't. Allow time for questions and discussion. Attendance is voluntary. Create a group agreement at the planning stage, setting out expectations and how you will manage disagreement and avoid conflict (see below)
Organisational commitment	Review regularly and evidence the impact. Talk about it outside of the sessions and the added value it brings. Show how learning changes practice which benefits customers
Service culture	Employing an external facilitator can help overcome. They can support us to think differently, challenge the status quo and change the current narratives.

## Things to consider before implementing sessions

1. Are staff clear on the purpose and value of attending?
2. Have you allowed time in the staff schedule?
3. What are you hoping to achieve from the sessions? Specifying your objectives is important so participants are clear what they are going to get from it. Are they in line with the above and any other desired outcomes such as your theory of change?
4. Funding and sustainability
5. Frequency and length of sessions. For customer facing staff monthly is recommended.
6. Participants – will you take a team or role approach? Will staff work in the same service?
7. Confidentiality and safeguarding – please see example fig 2
8. Evidence of sessions- attendees, a record of the date and list of topics discussed along with any comments.
9. Venue – being away from the usual working environment can bring valuable benefits.
10. Review and evaluation –to check that objectives are being met and to provide an option for a change of facilitator.
11. Who will be responsible for organising the venue, associated admin etc?
12. How will learning be fed back into the wider organisation?

## What should you expect from a facilitator?

- Have the relevant specialist knowledge.
- Are up to date with their own practice.
- To be appropriately trained or experienced to provide reflective practice.
- Receive their own regular supervision.
- To ensure that there is an appropriate supervision contract in place and that this includes arrangements for raising any professional or practice concerns with the facilitators line manager.
- To be clear about the limits of confidentiality and to raise any concerns about professional practice or welfare of the reflective practice participants with the line manager.
- To be supportive, respectful and encouraging at all times but to challenge poor practice, behaviour or values whenever they are inconsistent with professional, ethical or Shelter standards or values.
- To keep a record of attendance and help facilitate regular review and evaluation.