

Reflection Rounds

Intellectual Output 4

National Report

Belgium

Pilot 2

Prepared by Obelisk NV
2020



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1. Introduction

- **Aims & objectives of the reflection rounds:**

Because the feedback from the training sessions showed that the programme was quiet packed, we gave the participants as the main goal of the reflection rounds that we want to work with cases from their daily reality in which they can reflect on their own actions and behaviour and above all learn from the input of the others.

- **Dates & Venue of the reflection rounds:**

- 16/7/2020, online Teams sessions
- 16/7/2020, online Teams session
- 22/7/2020, online Teams session
- 14/08/2020, online Teams session
- 26/08/2020, online Teams session
- 27/08/2020, online Teams session

- **Facilitator**

- Helen Goovaerts
- Goele Vanhelmont

Helen and Helen are experienced coaches and trainers who facilitate and train personal development projects within Obelisk.

1.1. Overview of Reflection Rounds Purpose and Methodology

Overview of the purpose and methodology of the Reflection Rounds:

- Reflection Rounds were inspired by the Mentoring Circles™ methodology developed by Inova Consultancy.
- Reflection Rounds enable public sector managers to reflect on their problems, issues, opportunities and challenges with others going through similar experiences and supporting them to reflect on wellbeing at work.
- Reflection Rounds provide a safe yet challenging environment where ideas for managing stress at the workplace can be discussed and explored.
- Possible options for action can be generated and discussed.
- Encouraging development of self-reflection and self-belief.
- The individual is helped to find the next steps forward in focusing on their mental wellbeing.

For a full description of Reflection Rounds methodology, please see the Reflection Rounds Facilitator’s Guide.

1.2. Recruitment

Our pilot sessions were planned during the lockdown. We were forced to cancel the physical reflection round sessions.

After consultation with the project coordinator, Inova, we first tried to organize the sessions online.

Recruitment efforts online sessions:

- We sent the invitation to the participants who had registered for the physical training. – Annex 2A IO2
- We paid for a Facebook add – Annex 2B IO2

Results recruitment

6 participants could attend the coaching sessions. We tried to make 1 group, but this was practically not possible (because of vacation and different work schedules).

From the participants who would participate in the physical reflection rounds, we received the feedback that their head is now not ready to attend a reflection rounds. As you can see the vast majority of our participants are working in the healthcare sector and in schools. Sectors that are having a hard time in Corona times. We did find an alternative solution to cover the reflection goal of this project (see further).

2. Overview of Participants

A summary of background data from each participant can be seen below:

Participant	Background
1	Operational manager in public education projects for job seekers
2	Team coach in public education projects for job seekers
3	Team coach to be, in public education projects for job seekers
4	Director at the public broadcasting company

5	Freelance Director who regularly works for the public broadcasting company
6	Team coach at a university college

3. The Format and Process of Reflection Rounds in Belgium

After consultation with the project coordinator we decided to **make webinars and add individual coaching sessions**. From our experience as a training institute and from our experience in giving blended learning programs we made this decision. We do not have enough participants for qualitative, psychologically safe and interactive reflection rounds.

The pedagogic goal of the reflection rounds is to **translate and implement** the content of the webinars to their own daily reality. This is a reflection: how can I translate the topics covered in the webinars into a personal action plan? (see Facilitators Guide).

That is why we replaced the reflection rounds by **an individual coaching sessions** (1 hour per participant). They can choose between a face to face coaching or an online coaching. The participant can choose **1 topic** (one of the 3 webinars). We ask to describe **a case**, linked to the topic of the webinar. This case is the base of the coaching session.

Additionally, we recorded one **short webinar** (15-20 minutes) about the **methodology of the reflection rounds in Dutch** that people can watch before the one-to-one coaching.

YouTube link to access the webinar: <https://www.youtube.com/watch?v=Qw7peCYENBs>

Sessions overview:

	Session 1	Session 2	Session 3	Session 4	Session 5	Session 6
Name of the session	Coaching	Coaching	Coaching	Coaching	Coaching	Coaching
Date	16/7/2020	16/7/2020	22/7/2020	14/08/2020	26/08/2020	27/08/2020
Number of participants	1	1	1	1	1	1

4. Evaluation of Reflection Rounds

4.1. Participants' testimonials

Participant 1:

CASE: "Conflicts in my team occur sometimes, I do not have the possibility to end the cooperation with every team member because of their legal status ("vast benoemd" in Dutch). I don't know how I can apply Lencioni in my leadership style. Can you help me

assess my leadership style and how I can build trust, stimulate constructive conflict, ... in my team?"

"The coaching session was the perfect addition to the webinar. Because the webinar is inspirational, I did have some vivid examples in mind. I didn't know how to apply the theory of Lencioni in practice, so I could ask this in a coaching session."

Participant 2:

CASE: "I do not do career interviews on a structural level, should I do this?" "One of my team members wants to shift to another project, but I have not find a suitable successor for her function. What should I do?"

"I didn't know what to expect from the coaching session. It was nice that we had to prepare a case before, in that way it was clear what the topic of the session was. First I was afraid about the online coaching, but afterwards I was very happy that I took the chance to learn something about career interviews. The eye opener for me was the contacting and contracting technique, in which you measure the mental temperature of the team member. I will definitely try this in one of my 121's with my team members."

Participant 3:

CASE: "I get very stressed by one of my team members who is very dependent, reactive, passive, ... I tried to tell her this, but this has had no effect in practice. What can I do in this case?"

"The webinar gave me insights into different team roles that exist. In that way I could understand why this person is behaving like this. So in a way, I could also see her strengths more, and give feedback on a more behavioral level (not personal level). The feedback technique (DESC) en the LSD technique are very intuitive. These are models that I will try the next time I have a conversation with a team member. I could already practice this in the coaching session, which made me more comfortable trying it in real life."

Participant 4:

CASE: As a director you always work on a program for a certain period of time. After watching the webinar 'Give' I came to the conclusion that I am not solution oriented at all. In order to solve problems I look very much at the cause to see what we can do differently in the future. I will start with a new program with the same team where a lot went wrong with the previous program. How can I make sure that we do not keep analysing the problems of the past but look ahead.

“I was really convinced that I and my team have a very solution-oriented approach. Discussing this with the coach has given me the confidence to take a different approach in the future. In addition, I found it an added value that I could practice the questioning of the GROW model with the coach.”

Participant 5:

CASE: As a freelance director you work very closely with a team for a certain period of time. The difficulty is that you have almost no time to work on trust because you have to respect a certain deadline. How can I make sure that we respect the deadline and work on trust so that we do not avoid conflicts.

“I now realize that being task-oriented and respecting deadlines can go hand in hand with working on trust. The next brainstorming I will try to start with contacting and contracting.”

Participant 6:

CASE: I myself am red (promoter) and my colleague is green (el sympathico). In addition, my colleague never respects agreements. I find it difficult to discuss this with her because I have the feeling that I am too direct.

“The next conversation I will try to convey my concerns in a respectful way in order to improve cooperation. I found it an added value that I was able to practice this during the coaching session.”

5. Conclusion and recommendations

5.1. Facilitator’s Comments

Strengths:

- The coaching session is a good complementary session when the participants have seen the webinars
- When we practiced models in the session, it was positively evaluated, so role play could be useful in this way
- The case helped in finding focus
- Video of the mentoring circles

Room for improvement:

- It would be nice to bring the managers together after the webinars in a conversation with 3 – so that they can interact and give feedback to each other (which was not possible here because of different availabilities)
- It would be nice to have a second coaching session to do a follow up of the learned things

To conclude, this was the **best way to deliver custom made materials for participants**, regarding the **current situation**:

- COVID19 in public sector and the availability of managers in times of crisis
- COVID 19 and the (lack of) safety of our face to face mentoring programme
- Holiday season with a lot of out of offices

In this way, we produced **extra personal help** the participants. The **video of the mentoring circles** could also be a **preparation for future facilitators** who will facilitate the circles.

6. Annexes

- ANNEX 1: RECRUITMENT LOG AND PRINT SCREENS SESSIONS

Mindful Manager

Helen Goovaerts (Obelisk) Beantwoorden Allen beantwoorden Doorsturen ...

Aan Thu 09/07/2020 10:4

CC Goele Vanhelfmont (Obelisk); Laura Krause (Obelisk)

BCC [Redacted]; +14 andere personen

Beste,

Je schreef je een tijdje geleden in voor één van onze **pilootsessies** van het **mindful management project**. Ofwel volgde je reeds de eerste pilootsessie, ofwel stond je paraat voor de tweede pilootsessie. Omdat corona wat roet in het eten gooide voor het organiseren van de tweede live pilootsessie, ontwikkelden wij **verschillende alternatieven** om jullie toch een aantal inzichten mee te geven.

Hoe hebben we dit aangepakt?

- Voor 3 van de vitamines ontwikkelden we **webinars van ongeveer 1 uur**, die je gratis en zonder inloggen kan bekijken via de links hieronder.
 - o **Connect** – inzicht in jezelf en in je teamleden (spreker Goele Vanhelfmont)
 - o **Give** – resultaat- en oplossingsgericht denken en coachen (spreker Laura Krause)
 - o **Keep learning** – levenslang leren en de link met loopbaangesprekken (spreker Helen Goovaerts)
- Voor de **methodiek van de reflection rounds**, maakten we een video met een korte introductie over hoe je dit in jouw bedrijf kan gebruiken.

Ook het **Mindful Manager game** is een andere manier om de **leiderschapsvaardigheden** onder de knie te krijgen, die aan bod kwamen in de tweedaagse. Je kan deze op je smartphone **downloaden via deze link**.

Bij één van de drie webinars kan je gratis een **coachinggesprek van 50 minuten** bij een expert boeken tijdens de maand juli. De plaatsen zijn beperkt, dus heb je interesse in één van deze aanvullende klankbord-momenten: laat me dit dan snel weten via e-mail, zodat we samen een moment kunnen prikken met de expert. We kunnen dit gesprek gerust nu al inplannen, een vereiste is wel dat je het webinar rond jouw favoriete thema al gezien hebt op het moment van de afspraak.

Fijn einde van de werkweek gewenst,

Met vriendelijke groeten,

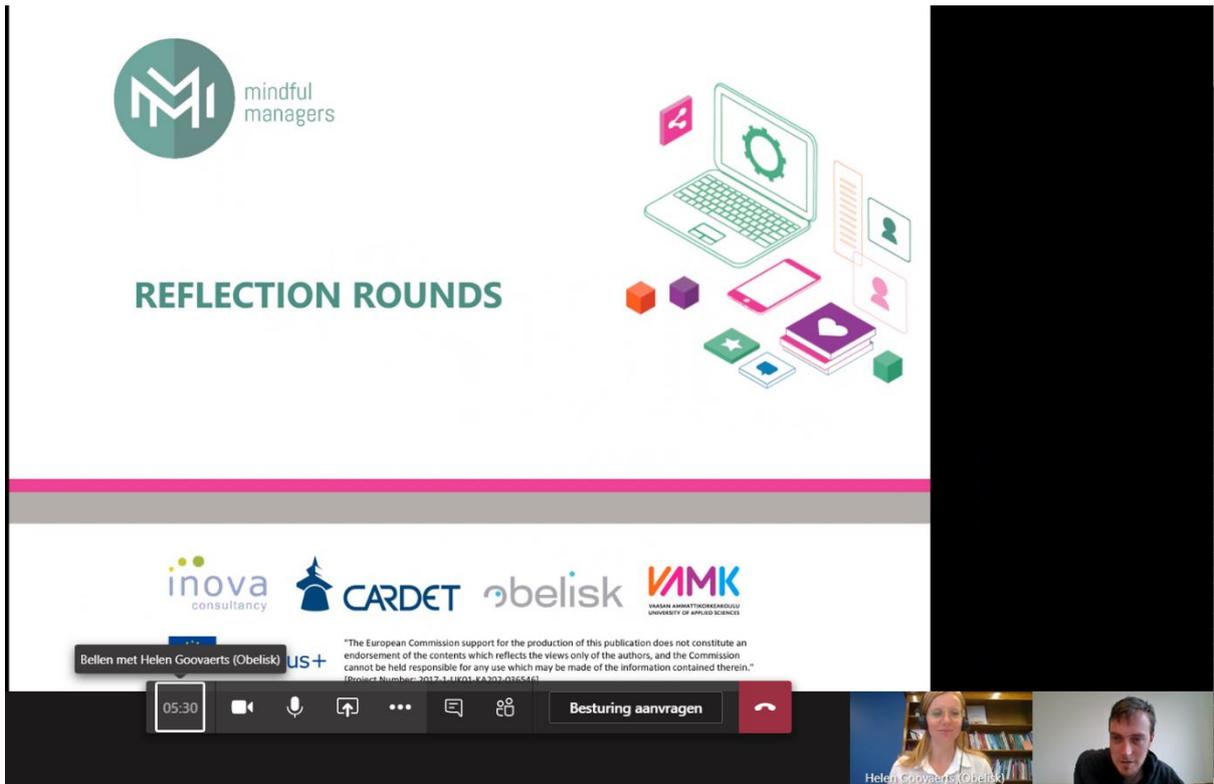


MindfulManagers BL2

Views on 18/09/2020: **67**

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76 weergaven • 8 jul. 2020



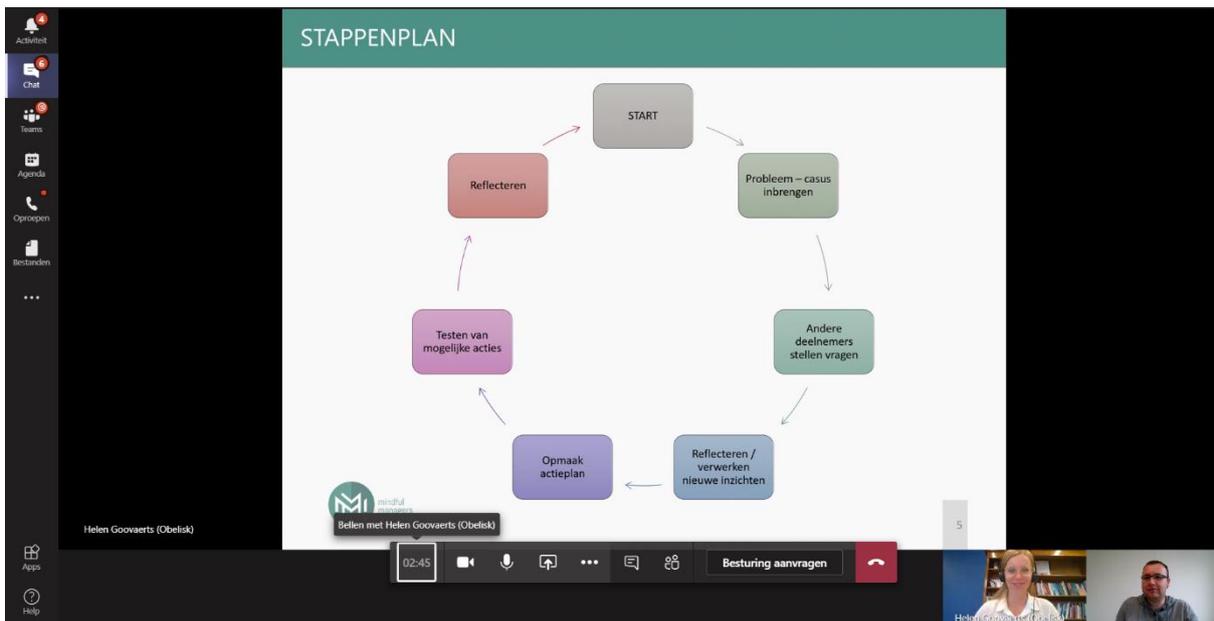
REFLECTION ROUNDS

inova consultancy CARDET obelisk VAMK
VAMK AMMATTIHOIKKOPAINOJUN
 UNIVERSITY OF APPLIED SCIENCES

Bellen met Helen Goovaerts (Obelisk) US+ "The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."
(Project Number: 2012-2-1-KO2-KA-2012-016541)

05:30 Besturing aanvragen

Helen Goovaerts (Obelisk)



STAPPENPLAN

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  graph TD
    START[START] --> P1[Probleem – casus inbrengen]
    P1 --> P2[Andere deelnemers stellen vragen]
    P2 --> P3[Reflecteren / verwerken nieuwe inzichten]
    P3 --> P4[Opmaak actieplan]
    P4 --> P5[Testen van mogelijke acties]
    P5 --> P6[Reflecteren]
    P6 --> START
  
```

Bellen met Helen Goovaerts (Obelisk) 5

02:45 Besturing aanvragen

Helen Goovaerts (Obelisk)

