

Reflection Rounds

Intellectual Output 4

National Report

Cyprus

Pilot 2

Prepared by CARDET

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1. Introduction

The reflection rounds applied through the Mindful Managers program aim to provide tools and resources to actively support wellbeing at work and teams. Some tools include effective questioning, coaching questions, reframing, etc. The reflection rounds enable individuals to share their problems, issues, opportunities and challenges with others, gaining experience of action learning.

The reflection rounds took place in parallel with the training sessions of IO2. The reflection rounds were advertised to participants in the frames of the overall recruitment invitation. The reflection rounds were scheduled right after each of the sessions for IO2 as follows:

- Session 1: 22nd May, Online, via Zoom
- Session 2: 22nd May, Online, via Zoom
- Session 3: 29th May, Online, via Zoom
- Session 4: 29th May, Online, via Zoom

We organized 4 sessions instead of 3 for the reason that there was a chance that we would need some more time to complete some more activities.

The facilitators for all trainings were Dr. Maria Solomou, and Ms Vicky Charalambous. Dr Maria Solomou is highly experienced in designing and delivering training. She has a background in education and in business and applies her knowledge to improve performance and professional development. Ms Vicky Charalambous has extensive experience in human resources and wellbeing. She delivers workshops on the improvement of processes and life.

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

For the Reflection Rounds pilot 2 in Cyprus participants were recruited through the invitation that was sent (including IO2 and IO4). The invitation was shared through CARDET's social media.

Even though CARDET reached the numbers required for the pilot testing, since round 1, we still organized the reflection rounds to complement the implementation of IO2.



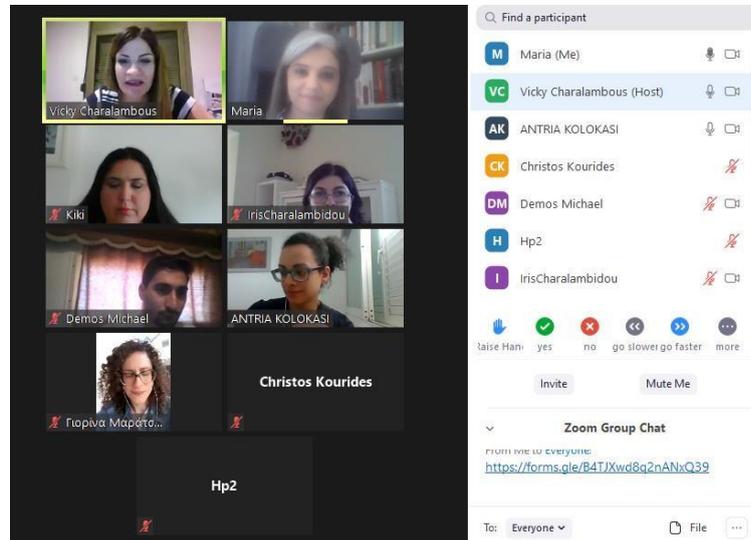
2. Overview of Participants

A summary of background data from each participant can be seen below. Due to data protection, only their position is shared below.

Participant	Background
1	Head of EU projects
2	Lecturer
3	Educator
4	Production manager, National Music Stage
5	Project coordinator, Regional Center
6	Project Coordinator, PEKES Center
7	Doctor at Paphos hospital
8	Trainer
9	Research assistant
10	HR Practitioner

3. The Format and Process of Reflection Rounds in Cyprus

The second of Reflection Rounds delivery in Cyprus was attended by 10 participants in total. All sessions took place online via Zoom. In all sessions, participants could share their knowledge, thoughts, and discuss with the rest to get insights. As per the philosophy and methodology of the program, participants take turns to outline their problems and the other group member can ask questions in order to guide them. The focus is on questioning rather than on advising, so that they can discover and understand



better the issues at hand. This also enables self-reflecting. We managed this process through the online sessions and with the ability to break participants into virtual groups.

In all sessions, Ms Babett Csokan, from INOVA entered Zoom and verified attendance of participants, as well as the fact that all activities were being conducted. For the purposes of personal data, she did not enter any of the break out rooms, so that there is no confusion among participants, as she participated purely as an observer.

Sessions overview:

The following table provides an overview of the sessions:

	Session 1	Session 2	Session 3	Session 4
Name of the session	Reflection round 1	Reflection round 2	Reflection round 3	Reflection round 4
Date	May 22 nd 2020	May 22 nd 2020	May 29 th 2020	May 29 th 2020
Number of participants	10	10	7	7

Topics covered	Self-assessment, self-understanding, discussion of reflection models	Tools and techniques for reflection, expressing issues	Self-assessment, reflection and discussion	Self-assessment, reflection and discussion
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3.1. First Session

The first session took place on May 22nd, online, after the IO2 section. The goal of the session was to give participants time for self-assessment, understanding themselves and identify goals and actions. The 12 pillars for health and wellbeing were presented.

Participants reflected on their strong points in relation to the 12 parts of the circle. They discussed those in virtual break out groups, along with their constructive habits around the 12 pillars.

3.2. Second Session

The second session took place on May 22nd, online, after the IO2 section. The goal of the session was to demonstrate some tools and techniques to guide reflection.

First a case study was presented and participants discussed the two characters' stories. In groups, they worked on drafting questions that could help the two characters improve the issues they were facing. The OSCAR model was applied as a tool for generating solutions. Participants discussed instances where they had to help colleagues remain resilient at work and continued practicing the OSCAR model. After this, they reflected on the particular skills they would like to develop further.

3.3. Third Session

The third session took place on May 29th, online, after the IO2 section. Participants worked on "the circle of influence" and also on the skills they would like to further develop in order to effectively deal with things that are not directly under their control.

3.4. Fourth Session

The fourth session took place on May 29th, online, after the IO2 section. This session was complementary, in the case we needed more time to complete more reflection activities. Participants wanted to spend a bit more time on these and so the session took place after the end of the 4th IO2 session.

Activities took place related to non-violent communication. They conducted role plays and reflected on what went well and what their challenges were.

4. Impact of Reflection Rounds

4.1. Soft Skills Development

As in the previous round of piloting, the evaluation questionnaires regarding the self-assessment of skills were not collected. However, the level of different skills was discussed through the sessions.

4.2. Participants' testimonials

Participants evaluated the reflection rounds and provided some comments through the Google form. Below are some indicative quotes. In the question "What were your expectations from today's session", participants answered (indicative responses from the collection of the evaluation questionnaires):

1. "To share experiences of well-being with other people-best practices."
2. "To learn how to empower teams."
3. "To increase my current knowledge."
4. "Extend my learning field to this area of interest."
5. "To understand how we promote wellbeing in the working environments."
6. "To learn something new."
7. "To learn about the Grow model."
8. "To increase my knowledge in the topic of wellbeing at work."
9. "The communication of groups."
10. "To get practical tips for implementation at work - which I got."
11. "To get informed about practices of wellbeing at work."
12. "The practical experience and the constant communication."

In the question “Has today filled these expectations?” all participants answered “Yes”.

In the questions “What are three things that you have learned about yourself today?”, participants answered (indicative responses from the collection of the evaluation questionnaires):

1. “Improvement of communication skills.”
2. “Strengths & weaknesses, where do I focus and concentrate (and where do I have to focus), to restore some beliefs and re-establish mindfulness habits.”
3. “More self-awareness, interesting aspects about communication.”
4. “Wellbeing is a multidimensional factor; each one has their preferences on wellbeing; our strengths can improve us in more than one sectors.”
5. “My need for more education and improve the elements of wellbeing”
6. “Personality type at work; Stages of well-being; Challenges to overcome”
7. “The fact that I need to improve many aspects that are related to the subject of wellbeing on work.”

5. Conclusion and recommendations

A final outcomes evaluation form was completed by participants at the end of the final session. Participants seemed to be very pleased with the outcomes from the sessions, as it was an opportunity for them to reflect on and discuss several important. One important conclusion was that issues discussed throughout the reflection rounds should be even more productive if there were frequent opportunities for revisiting such materials and sessions.

5.1. Facilitator’s Comments

Overall, the group in the sessions was very positive and open to share and discuss, even though the overall seminar was online. The fact that both Maria and Vicky were open, conducted ice-breaking activities, shared personal experiences and examples. This created a sense of comfort among participants, who were comfortable sharing examples from their own work places. Also, the fact that IO4 pilots were conducted after IO2 sessions was a positive thing, as participants were already familiar with each other.

6. Annexes

In separate documents:

ANNEX 1: Evaluations 22nd May and 29th May 2020