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## Communicating with Children

### Teaching Soft-Skills: Reflective Learning

Reflective Learning is an important model of learning that is based on the principle of gaining knowledge and insight from the learner's own experience. It has very clear links with the model of self-directed learning based on a portfolio, which gives evidence of activity, reflection and the outcomes of learning. Students use their knowledge, skills and attitudes to solve problems in the workplace. However, many problems are ambiguous and create surprises. Recognition of these surprises causes the student to review problems and create alternative hypotheses, which is termed "Reflection in Action". This leads to a search for more information, seeking help from colleagues or experts, reading texts or searching on-line to solve the problem. In order to turn the new information into new learning, a further step is required, which takes place after the problem has been solved: "Reflecting on Action" involves looking back critically over the initial 'surprise' and the resolution of the problem. The process of reviewing and evaluating information leads to learning and this in turn adds to expertise. The process of learning itself tends to generate new questions and motivates the professional to undertake further inquiry, which results in the learning process being determined more by the learner than by the person who designed the activity. This process of reflection provides a stimulus for learning and helps learners to derive maximum benefit from their own experiences. when faced with unexpected events or problems, professionals respond by reflecting-in-action or later by reflecting-on-action.



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