

Steps for Line Reflection (version 2.0)

This tool is based on work by Henk Procee.

Line Reflection is about reflecting on the quality of a product or assignment. This reflection is directed towards the future.

INPUT

Step 1 One participant (the reflector) introduces a recent experience from their professional practice. He or she talks about the experience, both the facts as well as the emotions which the situation evoked. The situation is described, using only one or two sentences, and the trigger in one or two more sentences, and then a question is formulated in one sentence. The trigger can be a positive experience or a problem.

Step 2 The other participants ask the reflector a few open, non-directive questions to clarify the input, such as 'who, what, when, where and how' questions.

VARIANT The facilitator or commissioning party contributes the product or assignment. Participants pose a few open, non-directive questions to clarify the problem. This input is the theme for the Line Reflection which the project group will carry out.

IMPLEMENTATION

Step 3 One of the participants reformulates the question. The facilitator writes the question at the top of a poster and makes categories underneath this. The participants name the actor, the process and the result. The group-leader notes these for each category.

actor (person)	process (action)	result (characteristics)
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Step 4 The participants think of ideal quality norms for these categories. In a small group these can be shouted out, in a larger group the norms are collected on post-its through the brainstorm method and then placed in the categories. The facilitator checks that the norms are indeed quality norms.

Step 5 The participants (possibly in sub-groups) reduce the quality norms to one or two essential points per category.

Step 6 The participants (possibly in sub-groups) make the essential quality norms operational. How can quality norms be achieved in practice? What is needed for this? In a small group, ideas can be shouted out, in a larger group, ideas are collected on post-its through the brainstorm method and then placed in the categories.

ROUNDING OFF

Step 7 The participants compare the actions based on the quality norms to the actual situation. What should be the approach? What can be improved? What exactly needs to be done? Who will now do what? When is the evaluation and how will this be carried out?

