

OPEN Tool: Reflect and Review

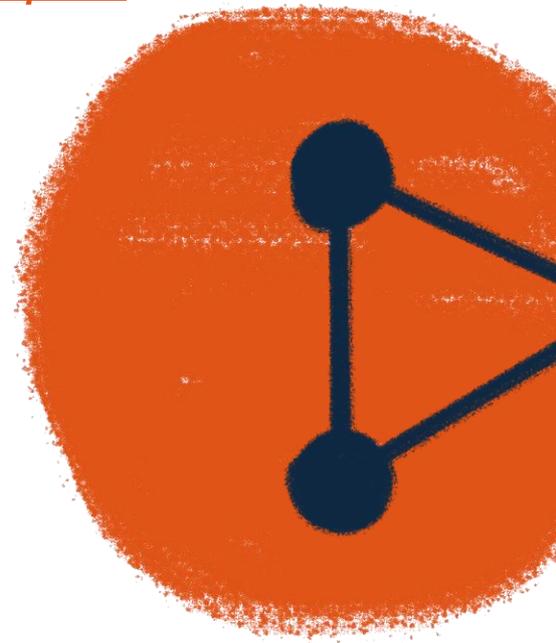
Guiding Questions

This OPEN Tool provides some key questions to support the Reflect and Review process. Across all stages of a program or service cycle you gather enormous amounts of information to help make decisions. In order to make high-quality decisions it is important to systematically reflect on, and review data, practice and client feedback to adapt and enhance your approach.

The guiding questions have been divided into three sections according to a 'What?, So What?, Now What?' framework¹ which guides reflection on present and future actions. You may only need two or three guiding questions from each section to kick-start your Reflect and Review process², choose the ones that are most helpful for your purpose and even add some that are specific to your project and context.

Print, adapt and use this as a template at your next group workshop or one-on-one supervision.

For more information on Reflect and Review checkout the OPEN Quick Guides specifically for [Practitioners](#) and [Program design and development](#).



¹ Rolfe, G., Freshwater, D., Jasper, M. (2001) *Critical reflection in nursing and the helping professions: a user's guide*. Basingstoke: Palgrave Macmillan.

² Also informed by [John's Model for Reflective Inquiry](#) (Johns, C. (2013) *Becoming a reflective practitioner*. Chichester, West Sussex: Wiley Blackwell.)

Guiding Questions

Guiding Questions - What?	Reflections on data, practice expertise, client feedback
Have we achieved what we planned to during this phase of our journey?	
What challenges or obstacles have we faced and why?	
What is working and why?	
What have the people involved in the process (clients and community) told us?	
What about progression towards our desired outcomes?	
Are our findings similar to the results of similar programs or services in the community? Why/why not?	
What assumptions are underpinning our approach?	
Have we acted in accordance with our values and ethics? Why/why not?	
What are the unique perspectives, experiences, values or needs of our client group/community? Have these been factored into our approach?	

Guiding Questions - So What?	Reflections on data, practice expertise, client feedback
How might we address the challenges/obstacles faced?	
How will we build on what is working well?	
How do our results align with our expectations/plans/goals?	
In what ways do we need to adapt	

our approach?	
How might our assumptions be affecting our work?	
How might our work be affected by overlooking our values and ethics?	
How can the unique perspectives, experiences and values of our client/community guide or improve our work further?	
How is our work addressing the needs of our community or client group?	
What are our overall learnings from this stage in our outcomes journey?	

Guiding Questions - Now What?	Document future plans to reflect on and review in your next scheduled session
What improvements or changes are we making?	
If we could do this phase again, what would we do differently?	
What do we need to know more about and how might we find this information?	
Who might be interested in our findings?	
How will we share our findings inside and outside of our organisation?	