

PROMOTING REFLECTION IN THE WORKPLACE: A KEY COMPONENT OF SELF-AWARENESS

It is widely accepted that self-reflection may improve the depth and relevance of individual learning and promote progress and improvement through self-regulation. It is a practice that is well documented and utilised in the academic and medical fields and, as our interest in organisational behaviour and workplace wellbeing increases, so it is becoming ever more important within a business context. Indeed, it correlates with heightened focus in the areas of Emotional Intelligence, empathy and self-managed teams and, it is suggested that the increased use of Artificial Intelligence should lead to more free time and the ability for companies to adopt a culture of “slow-thinking” that is conducive to reflection. (Kahneman, 2011)

Overall, in its general context, Self-Reflection is regarded as beneficial and of significant importance within medical and academic fields and, more recently, within the corporate business sector. Indeed, Many professionals from both therapeutic and organisational backgrounds suggest that, without reflection, there can be no self-awareness and consequently, no acceptance or commitment to change.

However, not everyone is open to reflection and, due to often “slow-thinking” methods such as mindfulness and narrative, the route to awareness can be challenging and at times, may bring about negative feelings, particularly within organisations. Reflection is viewed as a key facilitator to self-awareness and development and a vital ingredient of knowing the “what, so what and now what” of decision making and strategic thought processes.

However, it is not always readily accepted in the workplace for several reasons, particularly time taken to reflect, the perceived ROI and lack of acceptance by leaders themselves. Whilst there must always be an awareness of “over-analysis” through prolonged reflection, increased focus on Emotional Intelligence and Empathy in the workplace allows a much greater understanding of the employee and stakeholder behaviours within the business. Overall, this may then lead to a greater ability to manage through informed insight, better decision making and a clearer direction towards what didn’t work, what did work and most significantly, what will work next.

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including Psychometric Assessment

Ref: Kahnemann, D. (2011) Thinking Fast and Slow.