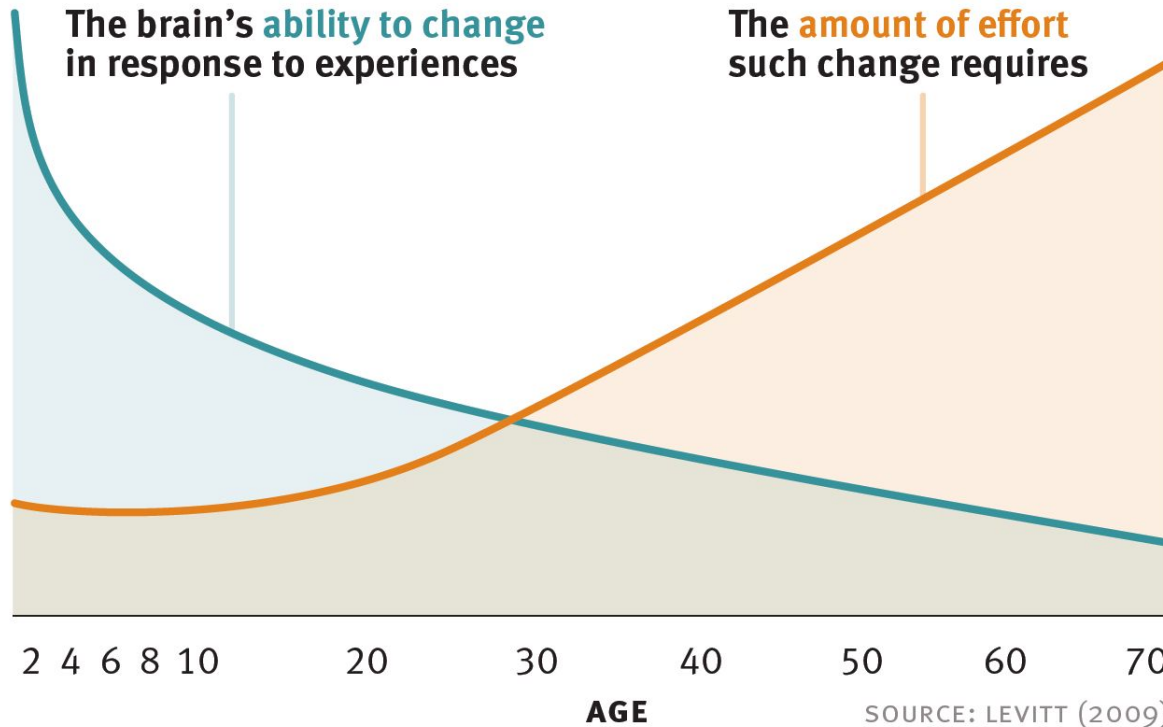


NUX Talk

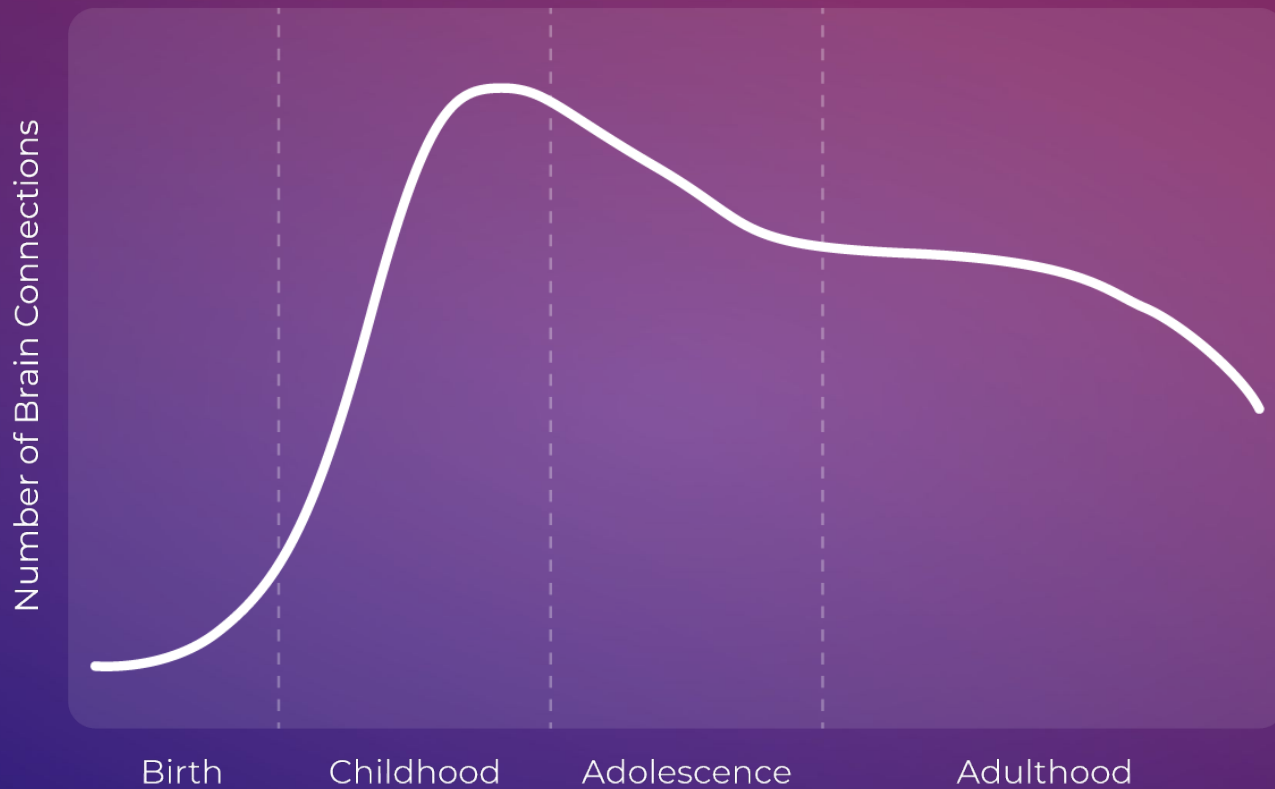
Reflective Practice

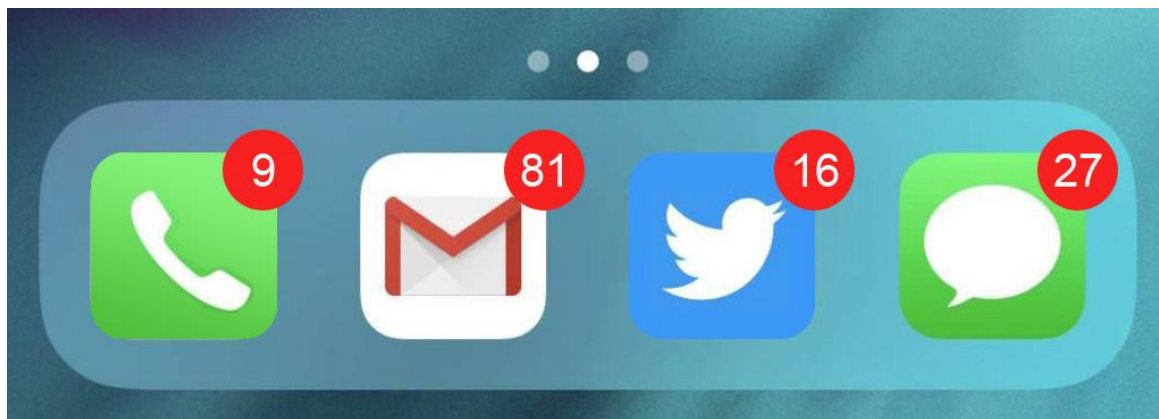
Imran Afzal
UX Manager
Otto UK - FGH
@avimran



Center on the Developing Child  HARVARD UNIVERSITY

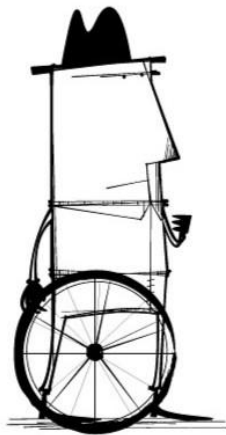
www.developingchild.harvard.edu





	MON 5	TUE 6	WED 7	THU 8	FRI 9
8 AM					
9 AM	Daily Scrum 8:30 – 9:30am	Daily Scrum 8:30 – 9:30am	Daily Scrum 8:30 – 9:30am	Daily Scrum 8:30 – 9:30am	Daily Scrum 8:30 – 9:30am
10 AM	Project Call 10 – 11am	Project Call, 9:30am Project Call, 10am	Prep Session/Call 10 – 11am	Workshop 10am – 1pm	Prep Session/Call 10am – 12pm
11 AM	Project Call 11am – 12pm	Project Call 10:30 – 11:30am	Project Call 11:30am – 12:30pm		Project Call, 12pm
12 PM		Mini Design Review 12 – 1pm			
1 PM	Workshop 1 – 3pm	Project Call, 1pm	Project Call 1 – 2pm	Project Call 1:30 – 2:30pm Project Call, 2:30pm	Appointment 1 – 2:30pm
2 PM		Prep Session/Call, 2pm	Design Review 2 – 4pm		
3 PM		Prep Session/Call 3 – 4:15pm		Project Call 3:30 – 4:30pm	Development 3 – 4pm
4 PM	Project Call, 3:30pm				
5 PM					

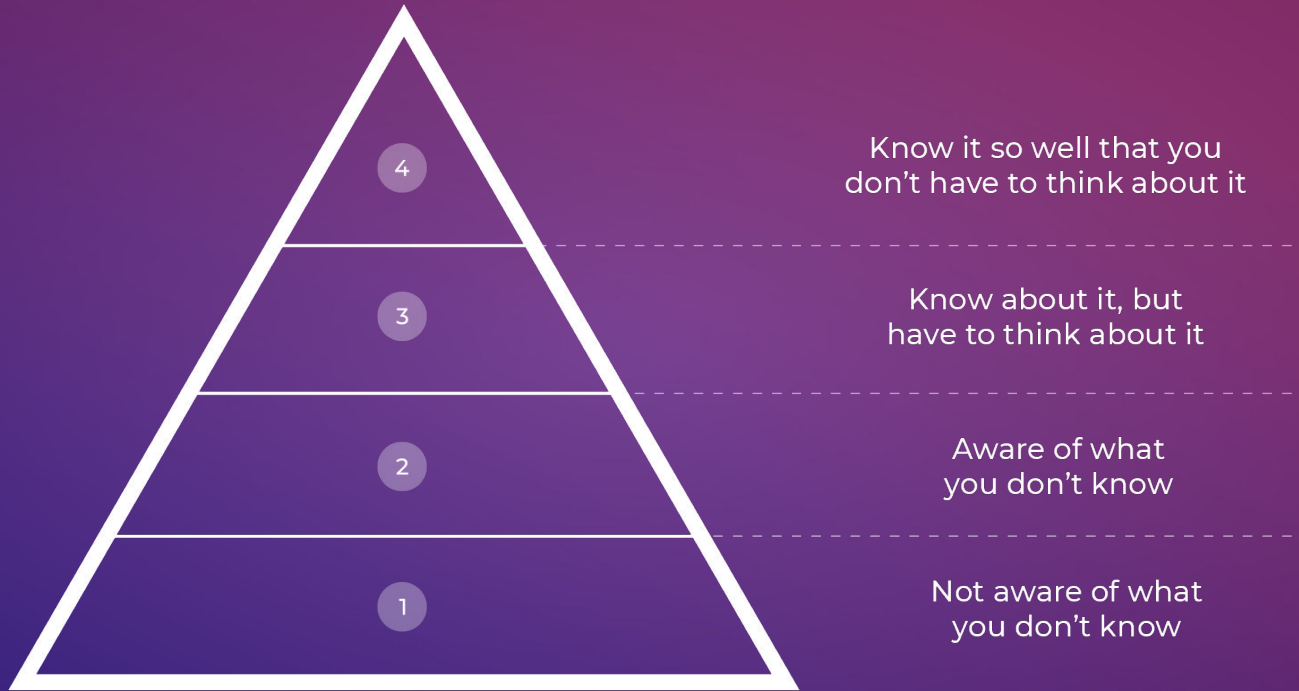
ERRR...



**CAN'T STOP.
TOO BUSY!!**



4 Stages of Competence



**How can you become
more self aware?**

Reflective Practice

Reflective practice is the ability to reflect on our thoughts, actions and behaviours to engage in a process of continuous learning

Reflection enables us to process and make meaning of the experiences we've had.



You are not your thoughts, but the entity observing them

Self Awareness Theory

Shelley Duval, Robert Wicklund, 1972

Harvard Research

A Harvard study (2014) found that people who spent 15 minutes at the end of the day reflecting about lessons they learned, performed 23 percent better compared to those who didn't.

Reflective Group: Happier, more productive and less burnt out

Ryan Holmes - Hootsuite



Holmes has grown the company from seven people to one with offices around the globe.

He says yoga helps him clear his head, process the information he is learning on a daily basis, and come away with a clearer perspective.

Success Through Reflection



Brené Brown



Serena Williams



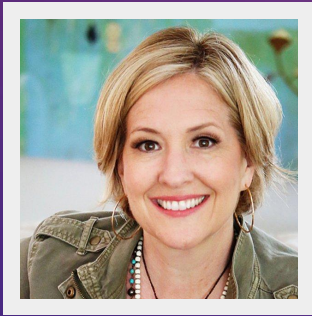
Lionel Messi

Benefits of Reflection

Perspective
Clarity of Thought
Appreciation
Confidence
Self-Awareness

Reflection is hard, painful work

Courage Over Comfort



“You can choose courage or you can choose comfort. You cannot have both.”

Brené Brown

Professor/Author/Researcher

Where do you start?

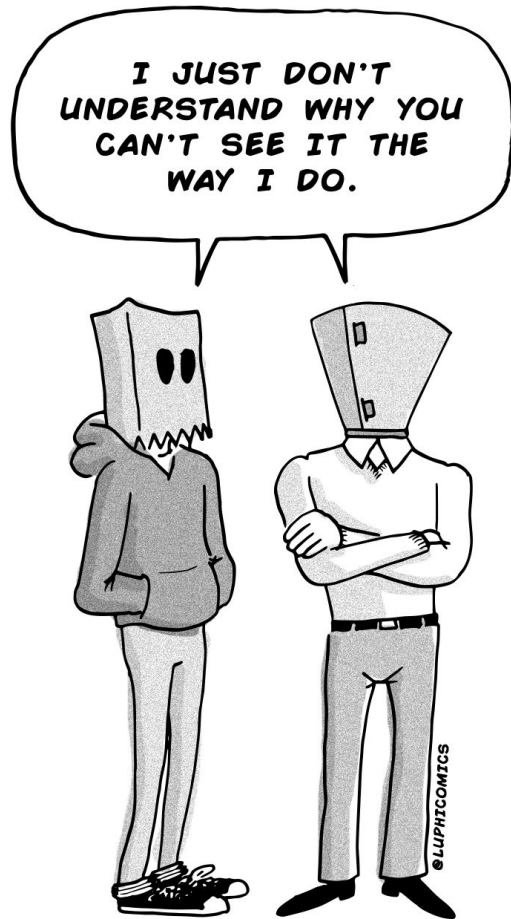
Reflective Practice

1

Foster
Reflection

2

Reflect
& Act



1. Seek Perspective

Actively seek different perspectives and try to influence your current way of thinking

Perspective = empathy

Perspective is the fuel for reflection



2. Downtime

Do an activity that takes you away from your work

Downtime = Detachment



3. Alone Time

Find time to press pause on your life
and be alone with your thoughts

Alone Time = Depth

Reflective Practice

1

Foster
Reflection

2

Reflect
& Act

1. Prompt Reflective Thought

- What happened?
- What feelings do I have about the situation?
- What perspectives did I not consider?
- What was good and bad about the experience?
- What was done well, that should be done again?
- What changes can I make in the future?

2. Create an Artifact

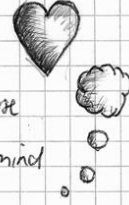
What Happened?

Ayan went to the doctor for immunisation
He was quite upset when we arrived
Took some effort to calm Ayan down



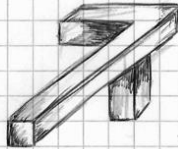
My Feelings?

Stressful seeing Ayan so upset
Felt I could have done more to help the nurse
Felt good to get it done - and out of mind



Any New Perspectives?

Other children in the waiting room
Nurse and her busy appointment



Good and Bad?

Nurse was amazing
Distractions / Youtube helped (and stickers!)
Arrived too early for appointment



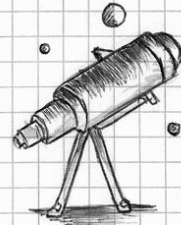
Good Stuff to Carry Forward

Preparing Ayan before the appointment
Following Nurses instructions
Distractions for Ayan



Changes in the Future

Arrive closer to the appointment time
Don't worry about Ayan getting upset.





3. Be Brave & Experiment

Be brave with your learning and experiment by pushing your personal boundaries

**Why is reflective
practice important?**

Our Impact on Society

	Industry	Number	Percentage of respondents
1	Computers / IT / software / internet	184	28%
2	Finance / banking / insurance	78	12%
3	Consulting agency	68	10%
4	Education	39	6%
5	Self-employed / independent contractor	36	5%
6	Government / military	30	5%
7	Healthcare / medical / social services	26	4%
8	Retail	24	4%
9	Media / printing / publishing	22	3%
10	Advertising / marketing	21	3%
11	Telecommunications	20	3%
12	Business / professional services	18	3%
13	Entertainment / recreation / tourism	16	2%
14	Aerospace / aviation / automotive	12	2%
15	Non-profit / charity / NGO	9	1%

What we create has far reaching consequences

**Continuous learning is
critical to the growth of UX**