

Gibbs Reflective Cycle Template

Step 1: Detail What Happened

When did this happen?

Who was involved?

What happened?

*What was the
team's/individual's response?*

*What was the response of the
other people involved?*

*What was the outcome of this
situation?*

Step 2: Explore Feelings and Reactions

*What were your/the team's
feelings during the situation?*

*What were your/the team's
feelings before and after the
situation?*

*What do you think other people
were feeling about the
situation?*

*What do you think they feel
about the situation now?*

*What were you thinking during
the situation?*

*What do you think about the
situation now that some time
has passed?*

Step 3: Evaluate What Worked and What Didn't

What worked? What was good about the experience?

What didn't work? What was bad about the experience?

What positive aspects did you, the team, and others contribute to the situation?

What negative aspects did you, the team, and others contribute to the situation?

Was the situation resolved in the end?

Step 4: Determine the Root Cause

Why did things go well/badly?

Could you/the team respond in a different way?

What could have been done differently to improve the situation?

Is there any theory or literature that can explain what happened?

Step 5: Summarize What Happened and What Was Learned

What was learned from this situation?

What could have been done differently to make this a more positive experience for everyone involved?

What can you/the team now do better?

What skills (individual or team) are needed to ensure a better outcome next time?

Are there any new processes that should be implemented to ensure a better outcome?

Step 6: Create an Action Plan

What skills or behaviors need to be developed?

What plans, policies, or procedures need to be implemented?

How will you/your team hold each other accountable to ensure the outcome is different next time?