

University of Wales
Trinity Saint David

Reflective Report

Module: Changemakers –
Creativity and Value
Creation BMHP5014

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Introduction

This is my reflective report that shows my engagement and critical understanding with the E-learning material.

In this reflective report, from Unit One 'Ideas and Values' I will cover Topic Two named 'Who Am I? My Sense of Self,' from Unit Two 'Creative Solutions' I will go through Topic Two titled 'Storytelling,' from Unit Three 'Mobilising Support' I chose Topic One which is 'Collaboration not Competition,' and from Unit Four 'Evaluation' I will cover Topic One named 'Measuring Success'.

As each topic consists of several sessions, I will refer to each of the sessions, highlighting the one from which I learned the most and which left the biggest impression on me.

Unit One

In Unit One - Topic Two 'Who am I? My Sense of Self' I found more about what passions drive me, how to better understand the perception of myself and how that can differ from the perception others have of me, and how to improve the level of creative self-confidence and creative confidence of others.

When I started with Session One called 'The Idea of Self,' a major influence on me was left by Descartes and his six primary passions – wonder, love, joy, sadness, hate and desire. This led me to research the topic, and in Franco's dissertation (2006) on Descartes' passions, I came across some interesting conclusions: Descartes believed that the reasons for nervousness about passion must be removed, and that nervousness is due to the strength of passion and to what it can lead. Descartes stated that all passions are good as long as they are not misused. Interested in new knowledge, I continued my research in that direction and came across the article 'Never Let the Passions Be Your Guide: Descartes and the Role of the Passions' by Brassfield (2012), in which states that according to Descartes, when an image is shaped in our brain, it causes processes; emotions or passions of the soul are created, and therefore the physical symptoms of those emotions also occur. I consider this especially important for health and social workers in order to understand patients, their needs, what causes their emotions, and then we can explain their behaviour and actions.

In Session Two named 'Social Influence' I learned how influence of others can affect my feelings, opinions, even attitudes depending on situation. In this part, with the help of Milgram's social-psychological experiment on obedience, I understood how strongly authority can affect our behaviour and actions, despite the fact that we do not agree. In certain situations, we can act unconsciously, neglecting ethics and morality (Hopper, 2019).

Session Three 'Developing Creative Confidence' I learned that perception of ourselves is most influenced by what we imagine how others see us and what opinion they have about us. The video on the E-learning material about Cooley's 'Looking Glass Self,' says that when creating an image of ourselves, we consider not only our personal qualities, but also the perception of how we think we are seen by others (Miller, n.d.). Through this theory, we can explain the patient's mental health, because from early childhood, a child can feel accepted or rejected by society (Pearce, 2019).

Unit Two

Unit Two 'Creative Solutions' Topic Two 'Storytelling' tells that stories are not just for entertainment but can be an important basis for education by creating trust. Through storytelling we exchange opinions, develop, and share ideas. Storytelling enables us to express ourselves, share knowledge, learn something new and pass it on (Serrat, 2008). In this unit I learned about competencies and different forms of competencies, how to spot them, and how to create my own competency story.

In the first session of unit two 'Stories and why we tell them', I learned more about Entrepreneurship. EntreComp (European Commission, 2017) states that in order to create values, and to shape the future which will aim for the common good, world need entrepreneurial mindset with adequate knowledge, skills, and attitudes. EntreComp has identified three key areas with fifteen competencies to explain entrepreneurship. It was observed that a fifth of Europeans have problems with reading, writing, calculating, and using digital tools. In order to reduce that number, the Recommendation on Upskilling pathways in 2016 was adopted in order to provide adults with the necessary support, help and opportunity (European Commission, 2022). This further implies that space is given for the development of recognized competencies. If we talk about the relationship between entrepreneurship and the health and social sector, the following can be concluded: public health care systems face growing demands for better services and higher quality, and it is necessary to create values and innovations in accordance with healthcare norms and diplomacy (Rastoka et al., 2022).

In the second 'Spotting competencies in stories' and the third session 'Creating your own competency story', I learned that spotting is a very important step in everything we do. While creating my story, I noticed many opportunities, skills, and dedication. I took advantage of some opportunities, while others went unnoticed. I had a vision, and I took the initiative, I worked with others, I created my values and I learn through experiences. I didn't appreciate everything I had achieved in a very short period of time, until I put it on paper and made a retrospective. I am improving my self-awareness, because coming to a new country I have a lot of time for introspection and getting to know myself, my feelings and what are the triggers for certain conditions. I want to continue creating my story, because regardless of successes and failures, it seems motivating and gives me strength to continue on.

Unit Three

Unit three 'Mobilising Support' had the biggest impact on me. I would especially like to mention one part from Topic one 'Collaboration not Competition', which is a TED speech by Patrick Boland (2016).

Patrick Boland's (2016) TED talk about successes, failures and the importance of mentors made me look at how I used to look at failures and how I look at them now. Patrick states that there are three states after failure: stay down, return, and grow. Previously, when I experienced any kind of failure, I stayed in the 'stay down' phase for a very long time trying to get to the 'return' phase, and I would stay there even though I was not satisfied with, for example, my job, but that meant safety. A week ago, I had a job interview, and they didn't accept me. Yes, it was difficult for me, but I didn't let it disturb me. I did a retrospective and for the next interviews I will not repeat the mistakes. I am and I will learn from my experiences. This leads to a learning cycle that Patrick talks about, and it consists of trying, failing, learning, and growing. This further guided me to research whether and how we are learning from mistakes when we are working in the health and social field. I concluded that the healthcare system does not tolerate mistakes for two reasons: the first is the patients that we cannot put in danger, and the second reason is that medicine discourages mistakes and thereby reduces the possibility of learning from mistakes (Edmondson, 2004). But we all know that mistakes happen, and it is very important to recognize challenges and mistakes because this can lead to an increase in the level of care and the quality of care itself (Brady, 2013). Here I made a connection with reflective practice. With reflection we can achieve a lot, not only when it comes to mistakes. The process of reflection is vital and helps to gain understanding into our professional practice (Health and Care Professions Council, 2021). With proper reflective practice, we can recognize our strengths and weaknesses, and thereby improve our skills through a critical review of the situation (Koshy et al., 2017).

During sessions two 'Stakeholder analysis' and three 'Creating a stakeholder map', I learned how to create a stakeholder map when it comes to projects, and why they matter. Building stable personal relationships can have a double effect; both on a business and private level, and those connections can be a key to success (Sabroff, 2019). I never saw family and friends as stakeholders, but through this part I realized that they could have a very big influence on the development of the project itself, they can provide support and give some ideas that we didn't notice.

Unit Four

Trough Unit Four called 'Evaluation' I chose Topic One 'Measuring Success' I created a wider picture of what success is, what are its characteristics, what is the connection between well-being and success, as well as what the Pygmalion effect is.

Until now, I always had the opinion that success is only on the business front. Whenever I had a question related to success, I always linked it only to work. My opinion has changed. Success is not real success if there is no well-being. Research shows that success and well-being are strongly linked even in childhood; schools that nurture all aspects of a child's development are desirable, and if some aspect is neglected, for example, social or emotional, children will not be able to have a broader picture of the responsibility of education. Likewise, adults who are not employed have a lower level of well-being than those who are employed (Clarke, 2020). Scientists created an assessment to measure well-being, which consists of five key elements – Career, Social, Financial, Community and Physical well-being. We are all driven in a different way, that's why our levels of well-being differ. By strengthening each aspect, the levels of well-being increase, and we feel better (Rath, 2010).

The Pygmalion effect in health and social care can be used to suppress depression and anxiety in patients, better understanding of the patient's illness, monitoring of their feelings with modern information methods, and it has been proven that patients recognize and react positively, by changing passive to active behaviour. Pygmalion effect used in psychological care encourage patients to share their emotions (Zhang et al., 2022). This study provided a new approach to the psychological treatment of people suffering from Covid-19 during the isolation period, when negative feelings are increased, and by using the Pygmalion effect with positive recommendations, encouragement and trust, the patients became more engaged and extroverted. Therefore, person-centred care is improved, with a better understanding of patients' needs and emotions.

Conclusion

During E-learning I learned a lot and realized how everything is related to health and social care and how I can use everything learned in my profession. Creativity is necessary, it is an inexhaustible source that we can use for innovations that will be for the common good, and through these innovations, projects we can reflect public and personal values. Opportunities are all around us, we just need to notice them. Two things that I would like to improve and use in my future career are reflection and the Pygmalion effect, which can greatly help patients and, therefore, us as their caregivers.

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