

STANDARD WORK INSTRUCTION: Self-Reflection Tool

Who must adopt this process: 1-ups (supervisors) of those direct reports using the Self-Reflection Tool. (Accountability partner or coach can replace 1-up).

GOALS: 1) Assure SW among all 1-ups for this process 2) Create psychological, professional and emotional safety and support in a learning environment for direct reports

PURPOSE OF EXERCISE: For a direct report to practice self-reflection and growth under the coaching from their 1-up; Develop 1-ups in coaching skills

Process Owner: (The person that has operational authority over this process) – **Need a name of a person here.**

STEP NO.	OPERATOR	TASK	KEY POINTS	REASONS WHY	TOOLS/ SUPPLIES	CYCLE TIME
1.	1-up	Read the purpose of the exercise	Located at the top of this page	This grounds both parties in the context for the exercise.	Standard Work	1 min
2.	1-up	Set psychological, professional and emotional safety	Explain to the direct report that the exercise is intended for self-development and growth and not for judgement nor to be used as a performance measure in the annual evaluation.	This allows the direct report to feel comfortable being vulnerable and authentic without fear of repercussions.	Standard Work	1 min
3.	1-up	Review direct report's learning from the past week	Ask the direct report to give you a general overview of the learnings from the week.	Understand the themes that emerged for the direct report.	Self-Reflection Tool	3 min
4.	1-up	Draw out any "takeaways" that the direct report would like to grow in and reflect back on in the future.	Using the questions in the "Reflection with 1-up" column of the Self-Reflection Tool: <ol style="list-style-type: none"> 1. What did you learn? 2. What will you try next time? 3. How will you know you are 	Allows your direct report to reflect with you as their coach and do some thinking	Reflection Tool	7 min

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			improving?	and planning about how they would like the situation to go differently next time.		
5.	1-up	Remove Barriers	Ask the direct report: <ul style="list-style-type: none"> • What barriers are you experiencing? • How can your 1-up remove these barriers for you? 	Reminds direct report that 1-up is a coach and support and whose job it is to remove barriers that get in the way of the direct report providing value to the customer	Standard Work	3 min
6	1-up	Thank the direct report	Thank your direct report for being coachable and let the direct report know they can come to you anytime outside of this meeting or schedule additional time for further support.	To create a relationship of trust, psychological, professional and emotional safety.	Standard Work	1 min
					Total Time	15 min