Journal Entry 1: Effective communication in the workplace

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| Journal Entry completed by:      | Date:       |

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| **Reflection Guide**Consider your own communication strategies in the workplace.1. Specify at least one specific diverse need of an individual client and one need of a client group/community which you addressed while on vocational placement.

*Needs relating to diversity may relate to communication and language needs, knowledge and skill needs, needs arising from one’s age, disability needs, gender preferences, etc.*1. Briefly, describe the situation above where you communicated with the client and client groups.

*For example, the client who has a mild hearing impairment asks for your assistance in accessing a particular service in your organisation.* 1. Identify and describe the communication strategies you used to meet specific diverse needs of your clients and target client group/community while on vocational placement.

*Specify one strategy for the individual client and one for the client group/community.* |
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|  | **Diverse needs** | **Context of communication** | **Communication strategies used to address this specific need** |
| **Client** |       |       |       |
| **Client Group** |       |       |       |

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| 1. Discuss two instances when you communicated with people in the workplace while considering workplace diversity.

*Include in your discussion the communication strategies used, e.g. how you communicated with older clients? How you communicated with your co-workers?*1. Discuss how you can further improve the communication strategy you used in each of the instances you provided above.
 |
| First instance:      |
| How to improve communication:      |
| Second instance:      |
| How to improve communication:      |

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| 1. Identify two communication resources in the workplace and describe how you used each to communicate effectively.

*One of the resources must have been developed by you. Indicate it in your response.* |
| Resource 1:      |
| How it was used:      |
| Resource 2:      |
| How it was used:      |

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| 1. Other insights, thoughts, and ideas (Optional)
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| **Supervisor/Qualified Observer’s Declaration**By affixing my signature in this journal entry, I am attesting that the candidate’s responses above are factual, accurate, and reflect the candidate’s experiences during their vocational placement. |
| Supervisor/Qualified Observer’s Signature (must be hand-signed): |       |
| Date signed: |       |

End of Journal Entry 1

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| **Journal ENTRY 2: INTEGRATING DIVERSITY INTO OWN WORK PRACTICES** |

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| Journal Entry completed by:      | Date:      |

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| **Reflection Guide**Consider your own communication strategies in the workplace.1. Discuss two instances when you demonstrated respect for diversity to others during your vocational placement.

*Be specific in your responses. Provide a descriptive narrative on how you modelled respect in the workplace. Include in your responses the situation and/or people involved in these instances.* |
| First instance:      |
| Second instance:      |

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| 1. Discuss two instances when you planned for tasks in the workplace while demonstrating respect for diversity.

*Be specific in your responses. Provide a descriptive narrative on how planning was demonstrated in the workplace. Include in your responses the situation and/or people involved in these instances.**Planning may include but is not limited to planning and allocating tasks to colleagues or direct reports, planning for an activity or an event, or planning for a client’s case/service delivery.* |
| First instance:      |
| Second instance:      |

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| 1. Identify two of your work practices that demonstrate respect for diversity. Describe how you developed/improved on each of these work practices while in vocational placement.

*Be specific in your responses. Provide a descriptive narrative of situations when these were demonstrated in the workplace. Include in your responses the situation and/or people involved in these instances.**Work practices may include but are not limited to communication, work ethic, behaviour at work, the way you perform or complete a task, etc.* |
| Work Practice 1:      |
| Work Practice 2:      |

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| 1. Other insights, thoughts, and ideas (Optional)
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| Date signed: |       |

End of Journal Entry 2

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| **Journal ENTRY 3: COACHING AND MENTORING OTHERS** |

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| Journal Entry completed by:      | Date:      |

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| **Reflection Guide**To complete this journal entry, you should have completed the following tasks:* Assisted and coached at least two colleagues in accepting diversity when working with:
	1. Colleagues
	2. Clients
* Mentored at least one colleague in accepting diversity when working with:
	1. Colleagues
	2. Clients
 |

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| 1. Discuss how you assisted and coached two of your colleagues in accepting diversity when working with colleagues and clients.

*Be specific in your responses. Provide a descriptive narrative of how coaching was demonstrated in the workplace. Include in your responses the situation, strategies, and/or people involved in these instances.*1. Discuss how you mentored at least one of your colleagues in accepting diversity when working with colleagues and clients.

*Be specific in your responses. Provide a descriptive narrative of how mentoring was demonstrated in the workplace. Include in your responses the situation, strategies, and/or people involved in these instances and how long you have mentored this colleague.**Remember that coaching and mentoring is different. Coaching is short-term, performance-driven, while mentoring is long-term and development-driven.* |
| Complete the table below:1. Coaching

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| --- | --- | --- |
|  | **Working with other Colleagues** | **Working with Clients** |
| **Colleague 1** |       |       |
| **Colleague 2** |       |       |

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| 1. Mentoring:

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|  | **Working with other Colleagues** | **Working with Clients** |
| **Colleague 1** |       |       |

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| Date signed: |       |

End of Journal Entry 3

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| **Journal ENTRY 5: developing onEself** |

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| Journal Entry completed by:      | Date:      |

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| **Reflection Guide**Consider the work you have conducted in terms of fostering diversity in the workplaceIdentify two professional development opportunities you adapted to address the needs of a diverse workforce.For each professional development opportunity, provide a detailed description of how you adapted the opportunity to your work and identify one need of diverse workforce that it has addressed. |
| Professional development opportunity | How you adapted this opportunity to your work | The need it has addressed (need must be a need of a diverse workforce) |
|       |       |       |
|       |       |       |

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| Date signed: |       |

End of Journal Entry 4

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| **Learning Activity 4.4** |
| **Overall performance** | **☐ Satisfactory** **☐ Not Yet Satisfactory**  | **Trainer:** |  |
| **Signature:** |  |
| **Date:** |  |
| **Comments:** |