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.* |
| |  |  |  |  | | --- | --- | --- | --- | |  | **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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| Supervisor/Qualified Observer’s Signature (must be hand-signed): |  |
| 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  |  |  |  | | --- | --- | --- | |  | **Working with other Colleagues** | **Working with Clients** | | **Colleague 1** |  |  | | **Colleague 2** |  |  | |
| 1. Mentoring:  |  |  |  | | --- | --- | --- | |  | **Working with other Colleagues** | **Working with Clients** | | **Colleague 1** |  |  | |

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| Supervisor/Qualified Observer’s Signature (must be hand-signed): |  |
| 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 workplace  Identify 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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| Supervisor/Qualified Observer’s Signature (must be hand-signed): |  |
| 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:** | | | |