

A serene landscape featuring a calm lake in the foreground with two white swans swimming. The background consists of rolling green hills and a range of mountains under a cloudy sky. The overall atmosphere is peaceful and natural.

## 10 - The 21st Century Public Servant reflects on practice and learns from that of others

- Need time and space to reflect and learn
- Boundaries are being blurred
- Ever changing environment

*“The organisation is expecting you to glide along like a swan looking serenely happy with no mistakes whatsoever.”*

## 10 - The 21st Century Public Servant reflects on practice and learns from that of others

**Challenge: Do appraisal, mentoring and peer support give people scope for reflective practice, to share and learn from mistakes and to take on new challenges (such as using social media) in effective ways?**

Yes but . . .we need to

- Create time and space for it to happen regularly
- Create a culture which values the process
- Have a conscious focus on CLD values and ethics

*“You need spaces where you can take yourself apart and sort it out”*