7.2.1 **Continuous improvement**
There is an effective self-assessment and quality improvement process in place.

Week 38
25.11.2024

Section 6. **Exceeding: Critical Reflection** (Educational Leader)
Educational Leader to manage whole service critical reflection.

Assess your practice first.

Read the below description and evaluate it in relation to your practices.

Exceeding – Critical reflections. An example of managers and leaders implementing change sensitively and collaboratively is when a reflection on practice highlighted concerns about the balance between free play and intentional teaching. Leaders facilitated a team discussion to explore the issue, sharing research on the benefits of both approaches and seeking input from educators. They worked together to revise the daily schedule, ensuring a balance that respected the value of free play while integrating intentional teaching opportunities. Clear communication with families explained how this change supported children's holistic learning. Regular reviews and feedback sessions helped the team fine-tune the approach, fostering confidence and collaboration.

If you are doing similar practices to the example, use the below question to help you write your **'exceeding practice for critical reflection'** description so you can add it to your QIP or SAT (NSW only).

For **Exceeding** the QIP and Self-Assessment Tool (SAT)
Critical Reflection - Please give an example of the way service manager/leaders implemented change in a sensitive and collaborative way, including clearly communicating the reason for the change.

If you and your educators need to learn how to achieve exceeding – critical reflection, proceed here and do below.

The following section outlines the steps to ensure you are exceeding in Critical Reflection. If you have already successfully completed the previous section demonstrating how you are exceeding in Critical Reflection, you do not need to complete this section.

Look at the words in detail to identify what is exceeding.

Please give an example of the way service manager/leaders implemented change in a sensitive and collaborative way, including clearly communicating the reason for the change.

Let's break down the above statement into two parts and provide simple descriptions to help you:

Part 1: Give an Example of Implementing Change in a Sensitive and Collaborative Way: This part of the question is asking for an example where a service manager or leader introduced a change in a manner that showed consideration for the feelings and perspectives of the team members and involved them in the process. **Example:** Imagine a service manager decided to change the daily schedule at an early childhood service. Instead of imposing the new schedule, the Nominated Supervisor called a meeting with all the educators and asked for their input. They listened to everyone's concerns and ideas, and together, they came up with a new schedule that worked better for everyone.

Part 2: Including Clearly Communicating the Reason for the Change: This part is about explaining how the manager or leader made sure that everyone understood why the change was happening. It emphasises the importance of transparent communication. Example: In our previous example, the manager not only involved the educators in planning the new schedule but also took the time to explain the reasons behind the change. They talked about how it would help with children's learning and provided a

Week 38, 25 to 29 November 2024 – 7.2.1 Continuous Improvement

clear, simple explanation that everyone could understand.

Now that we have examined the words in detail, we can start exploring what these concepts could look like for you. It is important to ensure that we make it very clear how these concepts have **created change** in your service.

Please give an example of the way service manager/leaders implemented change in a sensitive and collaborative way, including clearly communicating the reason for the change.

Curriculum Balance Adjustment
Change: A review showed an imbalance between free play and intentional teaching. **Implementation:** Leaders facilitated discussions, sharing research and seeking educator input to adjust routines. **Outcome:** Clear communication of the benefits ensured smooth adoption, enhancing children's learning experiences.

Introducing Sustainable Practices
Change: The service transitioned to a sustainable waste management program. **Implementation:** Leaders involved staff in brainstorming practical solutions and held workshops to explain environmental benefits. **Outcome:** Staff felt empowered, and families appreciated the shared commitment to sustainability.

Improving Parent Communication
Change: Feedback revealed newsletters were ineffective for families. **Implementation:** Leaders introduced direct communication methods (e.g., emails and apps) after consulting with staff and families. **Outcome:** Open discussions built trust, and parents reported improved satisfaction with communication.

Professional Development Integration
Change: A need for more inclusive practices emerged. **Implementation:** Leaders identified gaps, organised workshops, and supported ongoing mentoring for educators. **Outcome:** The team collaborated to implement strategies, fostering inclusivity and boosting staff confidence.

Room Transition Improvements
Change: Families found room transitions stressful for children. **Implementation:** Leaders co-designed a gradual transition program with input from educators and families, focusing on child readiness. **Outcome:** Children transitioned more smoothly,

reducing stress and enhancing family trust in the service.

Updating Service Philosophy
Change: The service philosophy was outdated and didn't reflect current practices or community needs. **Implementation:** Leaders engaged educators, families, and community members in workshops to rewrite the philosophy. **Outcome:** The new philosophy aligned with shared values, fostering a stronger sense of belonging and collaboration.

Your example. Select a point from above and break it down into the subsections.

Please give an example of implementing change in a sensitive and collaborative way *(Remember reading these descriptions becomes a part of the reflection).*

… What consideration were given including clearly communicating the reason for the change? *(Describe the changes you made after the reflection).*