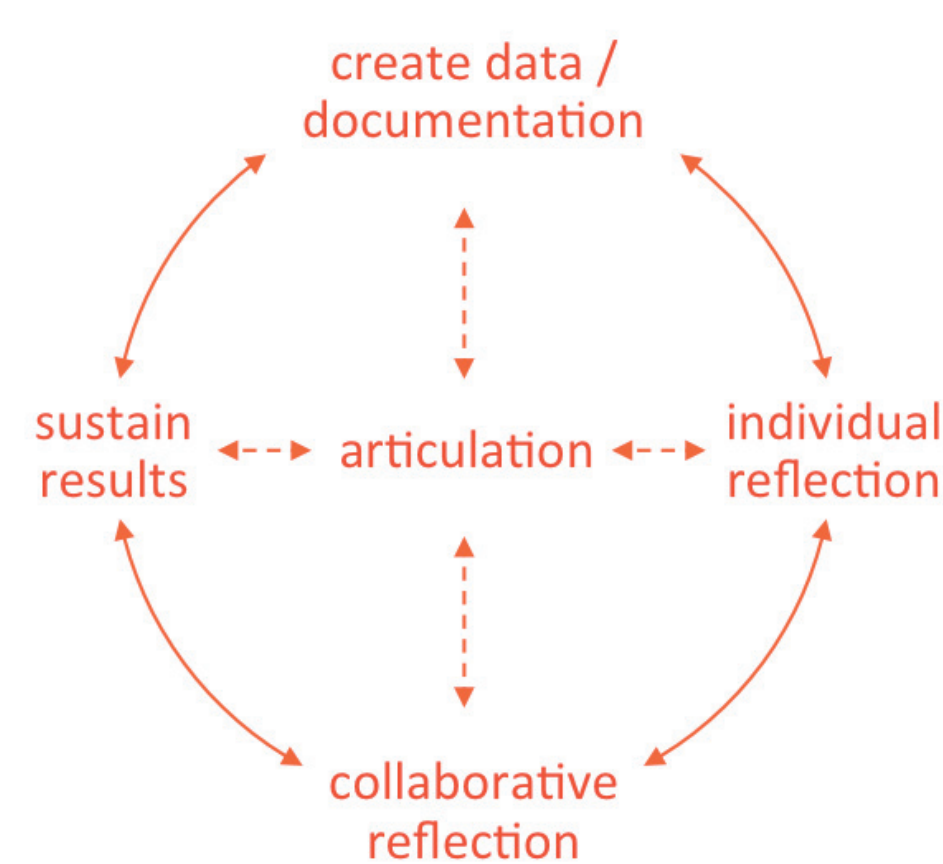


## SUPPORTING REFLECTION AT WORK

Reflection and collaborative reflection are common means for learning at work. Based on four studies on tools for collaborative reflection, which gave insights on barriers and opportunities for such support, we describe a concept of **augmenting existing tools with reflection** that can be implemented in TEL environments.

Results from the four studies revealed factors influencing the usage of tools supporting collaborative reflection:

- Spatial arrangement of group: Co-located users need support for remembering, while remote groups need communication support.
- Facilitation support to foster essential activities such as sharing emotions, asking questions and exchanging experiences on e.g. work topics
- Scope of usage: In small groups tools can be short-time interventions, while communities may reflect continuously, which makes different features necessary.



## REFLECTION AS A PLUGIN IN TEL ENVIRONMENTS

Our work indicates that dedicated reflection tools are only helpful for specific contexts, as they provide features tailored to these contexts (e.g. individuals or groups reflecting, small groups vs. communities). To be successful, reflection support needs to be present in existing tools for learning support. Therefore we conceptualize **reflection as a plugin** for existing tools: This is supposed to

1. Foster long term usage through embedding reflection into existing communication contexts (i.e. community tools, learning platforms)
2. Create support as needed by using only the features adequate for the learning context (see results of our studies on the left)
3. Support reflection actively by facilitating...
  - ...Asking questions to colleagues
  - ...Exchanging experiences & emotions
  - ...Engaging in meaningful work topics

## PROTOTYPE

## LITERATURE

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