

Evaluating practice

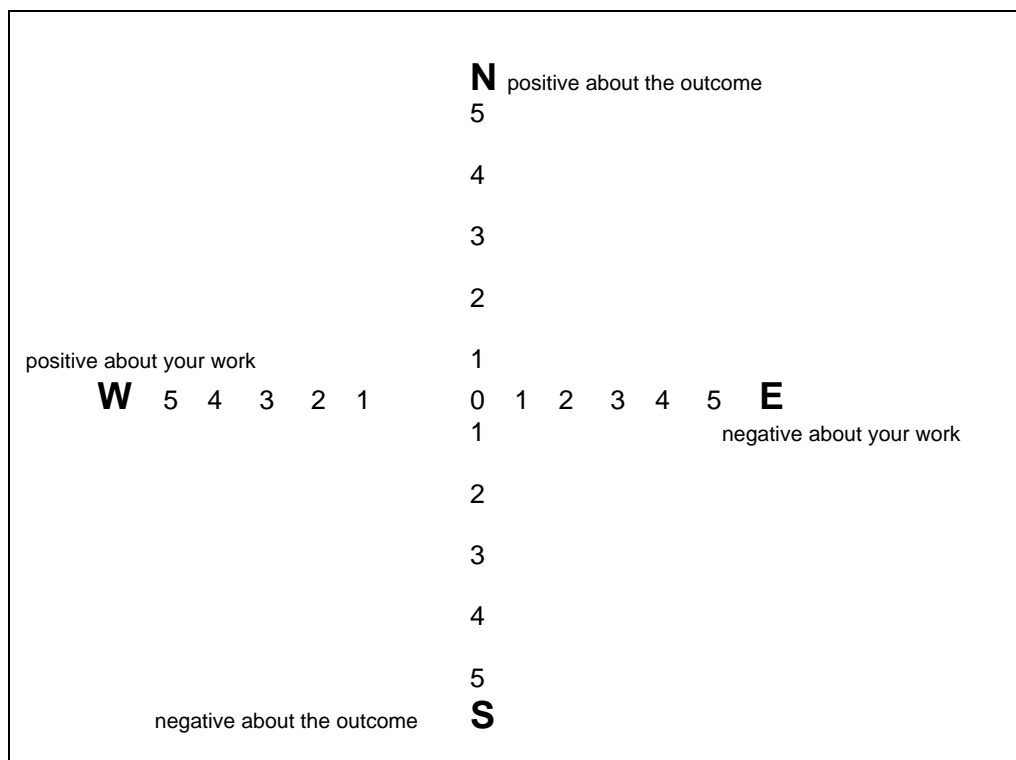
MAPPING THE WORK Activity

INTRODUCTION

There are two litmus tests of your work with people; one is an evaluation of the *outcome* of the work for those people, and the other is an evaluation of your own *practice*. The first litmus test would measure how far you and the person felt the goal had been achieved - how near is the person to his or her destination? The second litmus test would measure what part you had in helping or hindering that process. For example, you can think of situations where the person felt that your involvement was very helpful, even when the goal was not achieved. Similarly, the person could achieve the goal but not think that your intervention had much bearing on this.

If we take a vertical axis to indicate the person's views about the outcome of the work (the further "north", the more positive and the further 'south', the more negative), and a horizontal axis for the person's views about your work (the further 'west', the more positive and the further "east", the more negative), we have four sectors.

In the NW, the person's view of the outcome of the work is positive and they also feel good about your work. In the NE, their view of the outcome remains positive, but they have negative feelings about your involvement. In the SE, they do not think they have achieved their goal and they do not think your work has been helpful, either. In the SW sector, they still do not think they have reached their goal, but they nevertheless see your intervention as helpful.



Take an intervention with a service users or carer and 'map' your work with them. With their permission, you could use this in your portfolio of practice.