

up again. In response, Sarah and I sat her up again without saying anything. Once again, as Winona was sat up in bed, she just intentionally slid back down again. Sarah took a proactive response and decided to address the issue directly with Winona in order to identify exactly why she was reluctant to cooperate. Sarah talked to Winona in order to calm her down so that she would cooperate. Meanwhile, I stood and watched the conversation between Winona and Sarah and awaited instructions from Sarah. Eventually, Sarah's interpersonal skills worked and Winona cooperated and allowed us to do her personal care.

During the whole course of this interaction, James talked about what he did over the weekend and generally distracted myself and Sarah. He made no effort in terms of sitting Winona up in bed or even talking to her.

Once we had finished delivering care to Winona I talked to James on his own and told him that he needs to help the residents more and share the workload, as it was unfair to let me and Sarah do most of the work. I asked him in an assertive and dominating manner as I was angry at the time. James did not respond well to this and became quite uncooperative and awkward towards me for the rest of the day.

Based on Schön's reflection in action, I knew that Winona was not in a good mood; therefore I did not want to say anything at the time, just in case anything I said agitated her more. Also, as Sarah was taking the lead I decided to wait for her instructions before contributing. Reflection on action, I realised that although staying quiet would not agitate her further; they were still measures I could have taken in order to improve the situation by encouraging Winona like Sarah did. For the future, I have realised that I should be more proactive when handling situations. I should also use my interpersonal skills more in terms of making eye contact, talking calmly and