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## THE LOGBOOK

The so-called Service Log is a tool usually employed in all service sectors. However, it is generally used to transmit information that is useful for workers on the next shift, but is ignored as an instrument for collective reflection and training.

The Model assumes, however, that one uses the log as **a particular tool of participative observation and shared elaboration**.

It shares some similarities with the self-observation protocol - it asks for a description of significant events and to carry out a close examination of them. However, while the former is an individual tool whose essential contents can be put up for collegial reflection by the team, only if the individual professional so chooses, the Log is a collective instrument that has to remain available to all parties.

It ought to be compiled at the end of each shift, at least as far as the description of events is concerned; analysis can be carried out at other times without exceeding a week's lapse between entries.

Date \_\_/\_\_/\_\_\_\_

**1<sup>st</sup> part: Description.** Please describe in a thorough manner the events that occurred during the shift that you consider significant, taking care to indicate all the people involved. The account of “events” should not be only the unexpected or particular facts about the work of those who benefit from the service but also the launching of new projects/activities, changes in organization and routine, communications, etc.

1. First significant event

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2. Second significant event

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**2<sup>nd</sup> part: Analysis.** Please describe for each event: the reactions of those involved, the results (or the consequences) of the event, the important elements to be discussed in the team meeting and the motives.

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