

Community Engagement

(LCBB4002)

Navami Leena

Student name: Stoyanka Georgieva

ID: 1813738

Table of Contents

Introduction.....	3
Overview of the Gibbs reflective cycle	3
Brief explanation of role-play	4
Reflective statements on the feedbacks received.....	5
Conclusion	6
Reference List	7

Introduction

Reflective practice assignment is beneficial in understanding the personal strengths as well as weaknesses, along with identifying the opportunities for lowering the impacts of future threats. Besides this, it is also evident that action-based reflection often help in analysing the current evidence, and the points of overlooking, based on which the personnel can understand the process of future improvement or characteristic development. Therefore, it is essential to perform the reflective practices either periodically or monthly, for reviewing own performance, along with recognising the positives and negatives in the past events. The current assignment is solely dependent on my personal experiences, which would be analysed through using Gibbs reflective cycle.

Overview of the Gibbs reflective cycle

Gibbs reflective cycle is one of the most commonly used reflective process, which would be used for understanding the pitfalls and drawbacks of the personnel, based on their own performance standards. According to the statement of Travers *et al.* (2015), the idea of reflective analysis through such model can help people in understanding the gaps present in cognitive exploration, along with contemplating and considering the contextual appropriation of workplace activities. Evidence suggests that reflective practices generally include some two-fold aspects, which are intuitive thinking and rationale. Therefore, these two elements help us in changing our process of thinking after evaluating the approaches we follow during our task completion and management. It is also proved that Gibbs reflective cycle is more focused on the application of subjective materialistic narrations, along with the objective processes.

Based on the above discussion, I can state that I would develop my soft and hard skills through the application of Gibbs reflective cycle, during my managerial employment in the Hilton Hotel. Such skills would help me in understanding the needs and requirements of the customers and employees, through which I can develop a better workplace and customer relationship with them. At a concise viewpoint of Gerace *et al.* (2017), the Gibbs reflective cycle would support in applying the theoretical model, which could enhance the awareness against self-reflection. Apart from the subjective analysis pattern, the model would also help in investigating about all the facts through the process of retrospection, based on which the organisations can develop the crisis management plan. There are total six elements of this model, which could describe the purposes of the application, such as-

- Description- At this step, people need to describe the entire story behind the events, along with sufficient information, and through avoiding elimination of own mistakes, if any.
- Feelings- This point reflects upon the feelings of the personnel, after reviewing the entire event. They need to interrogate themselves, and focus on understanding about their feelings, either good or bad.
- Evaluation- In this stage, people need to evaluate the goods and bad identified from the event. This is somehow linked with the second stage of feelings.
- Analysis- At this stage, the person doing the reflective process, needs to provide attention on making some positive or negative senses from the evaluation of the events.
- Conclusion- People can develop conclusive statements after successful evaluation and analysis of the entire event, based on which they can make the necessary action plan.
- Action Plan- The action plan would be developed on the negative points for overcoming the issues or on the positive points for further future improvements (Crane *et al.* 2019).

Brief explanation of role-play

Based on the statement of Seggelen-Damen and Dam (2016), every modern organisations currently operating in the globalised environment has specific position of ‘manager’, who contribute in performing the responsibilities like directing and guiding the organisational people, for achieving the goals. As being the general manager of Hilton Hotel, I require managing various functional tasks as well as operational responsibilities, which are essential for maintaining the performance standards of my workplace. Apart from this, based on my responsibilities, I can state that proficient administration of the operational services is also a primed duty of general manager, through which the coordination and channelization of the physical and human resources could be performed for the betterment of the company.

I think that during the managerial training and orientation purposes, it would be beneficial for all the managers to take active participation in the role-play, based on which they can understand the way of reacting under a certain circumstance. From the lists of my previous experiences, I have observed different types of role-play activities during my management education and training sessions, such as management of difficult customers, negotiations of duty hours with another manager, and demonstration of job related elements to the employees. This assignment includes the role-play event, in which I was involved as an Interviewer, taking interview of a person, who wants to join in the organisation, as an HR team employee.

During the role-play session, I had the responsibilities of taking interview of the person, along with interrogating him about all the necessary details required before selection and recruitment. Apart from this, I was also asked to communicate with him about the relevant policies and provisions delivered to our employees, such as safety policies, incentive policies, employment policies, and so on. Apart from this, my management trainer had given me the direction that I need to maintain my communication style, as it would not be rough or soft, and it should reflect the weight of my organisational position.

Reflective statements on the feedbacks received

After completion of the role-play, my supervisor and the peers with whom I was involved in this event have provided me their feedbacks. I have obtained appraisal based on my performance level and received mixed types of feedbacks from them. The feedback process included three distinct sections, which were introductory section, presentation or practical demonstration section, and conclusion section. The conclusion section was mainly based on my performance level, through reflecting on the process of carrying out interview and its after impacts.

Based on the feedbacks I have received from my peers and my supervisor, I have understood that it is necessary to provide self-introduction to the selected candidate, before starting the process of interview. Since this was my first experience in the role-play event, therefore, I felt very nervous, and due to this reason, I have skipped that part. On the other hand, I have received praised statement at this point that I can maintain good and effective eye contact with whom I communicate. This can be considered as a strength of my character.

During the time of interview, as per the feedback of my peers, I have asked very good questions, which were high levelled professionals and appropriate for any types of real interview procedures. This reflects that my capability of developing questions is excellent. Through expanding this appraisal, I have also obtained the feedback of being effective researcher, recruiter, or interviewer, as I have collected all the necessary information from the candidate, based on which we can take the decision of selection and recruitment. Other interviewers would not be required to scrutinise the information.

Therefore, based on certain mixed and to some extent positive feedback, I think that I require analysing the feedbacks through using the Gibbs reflective cycle, which would be as follows-

- Description- I was involved with an interview process, which was actually a role-play event. The event included a session of question-answer, with a person, who desires to join the HR team of Hilton Hotel.
- Feelings- During my role-play as an interviewer, I have realised that my performance standard was better as per the professional standards required for the managers and interviewers.
- Evaluation- From the feedbacks obtained from the supervisor and the peers, I have understood that the one bad point was skipping the step of self-introduction due to nervousness, whereas the good points were efficient eye contact capabilities, good questionnaire development, and proper collection of information for the selection and recruitment process.
- Analysis- At this stage, I can make sense that learning about the managerial etiquettes is essential for further improvement.
- Conclusion- After all the analysis, I can conclude that I need to learn more about managerial roles, their responsibilities, professional boundaries, limitations, etiquettes, and manners.
- Action Plan- In the action plan, I would prioritise the managerial training and orientation session, in which I can learn about the essential and non-essential gestures followed by the managers in different situations. Beside this, as per the statement of Rosen *et al.* (2017), I would also know about the other roles and responsibilities required to be performed by the managers, such as questionnaire development, review of candidate's information, and taking decisions. On the other hand, I would also focus on improving my inter-personal skills, such as eliminating the nervousness while doing difficult tasks for the first time.

Conclusion

Therefore, based on the entire discussion about my performance level, it can be stated that any major drawback is not present in my professional characteristics, thus, I can focus on covering the smaller gaps through taking sufficient time. However, on time self-reflection is not effective in any cases, hence, all of us need to maintain the conduction of self-reflection through systematic manner.

Reference List

Crane, M.F., Searle, B.J., Kangas, M. and Nwiran, Y., 2019. How resilience is strengthened by exposure to stressors: the systematic self-reflection model of resilience strengthening. *Anxiety, Stress, & Coping*, 32(1), pp.1-17.

Gerace, A., Day, A., Casey, S. and Mohr, P., 2017. 'I think, you think': Understanding the importance of self-reflection to the taking of another person's perspective. *Journal of Relationships Research*, 8.

Rosen, D., McCall, J. and Goodkind, S., 2017. Teaching critical self-reflection through the lens of cultural humility: an assignment in a social work diversity course. *Social Work Education*, 36(3), pp.289-298.

Seggelen-Damen, I.V. and Dam, K.V., 2016. Self-reflection as a mediator between self-efficacy and well-being. *Journal of Managerial Psychology*, 31(1), pp.18-33.

Travers, C.J., Morisano, D. and Locke, E.A., 2015. Self-reflection, growth goals, and academic outcomes: A qualitative study. *British Journal of Educational Psychology*, 85(2), pp.224-241.

New Doc 2019-04-30 20.45.29_1-1.pdf (1 page) — Edited

BOOKMARKS

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Stoyanva Georgieva Date 10/04/19
Activity Job interview.

	Poor	OK	Good	Excellent
Introduction (Explanation)		She need to present her name and position.		good all content
Presentation (practical demonstration)				very good questions
Conclusion (how well can you carry out the activity?)			She collected all the information that she need.	

Any other comments

Because that is our first role-play we are little bit worried. Stoyanva need to start with her name and position. She had prepared a very good and professional questions. She collected all information that she need. Well done, Stoyanva!

Signed: _____ Date: _____

Scanned by CamScanner