



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Community Engagement

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ASSESSMENT TYPE: ROLE PLAY

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1. Introduction

The report will be assisting in understanding different aspects faced by me while performing the task in gathering information from the company and include the necessary information in my report. According to Chittooran (2015), the reflective report is the way to show the skills that were gained while working in a project. While writing this report, it made me realise about the skills I have that can be used as strengths in future activities as these skills were helpful for me to achieve the goal of the report

2. The Nature and Purpose of Gibbs Model of Reflection



Figure 1: Gibbs Reflection Model

Source: (Ryan et al, 2010)

In Gibbs model, the description is the first stage where the user generally tries to learn about the environment to understand the logic behind any incident and it also involves identifying the list of people who are related to the incidents (McGregor and Cartwright, 2011). According to my experience, this step describes the situation and depending on this the next step initiates that involves identifying the feelings I had while doing the tasks in a work. Understanding whether the task is easier or tougher to perform assists to evaluate the third step. According to Taylor (2010), the third step in this reflective model explains the difficulty level in the event and tries to evaluate the reasons behind the failure that I faced in the experience. Analysis step in this model helps me to understand the skills I have learned from the experience which also assists me to understand the skill that I require to do this work efficiently (Kāposta, 2015). This leads to a conclusion about the things that I would do differently next time which creates the action plan that will be used for future activities that are similar to this one, as explained by Abedin et al, 2010).

3. Personal Experience at ISS Cleaning Company and Skills Learned from the Experience

According to Seymour (2014), any experience becomes fruitful when the person can realise the gain from it. In ISS Cleaning Company, my personal experience was a good one as it did not take long for me to adapt to the environment. The employees working in the company made it easier for me to adapt by being friendly towards me. Jacobs (2016) stated that the collection of data becomes easier when people who will be answering are easier to approach. Each employee with whom I worked was enough friendly to spare some of their time to answer my inquiries. Even though they had their own duties to fulfil they were giving me feedback about the questions I had.

In this experience, I learned the ways people can utilise nonverbal communication for understanding another person properly. According to Black and Plowright (2010), emotional intelligence can be a strength for anyone to have to create bonding in the workplace. According to my experience, I observed the ways people were considerate about each other's time schedule where they let go off their own rights in some cases for making their colleague's schedule better. This helped me to learn the emotional intelligence that is defined by Wareing (2017) as the way to comprehending the emotions of the other person. Learning about emotional intelligence will be helpful for me for my future activities in which I might require to approach others or guide others in performing tasks. Even though I was not good at using computer software to make the document in the way demanded by the course teacher, I was able to learn this skill with the help of internet which showed me to make my report presentable for better grades. Moreover in the company, I saw the punctuality of the employees where they were really diligent about ensuring delivery in service on time and for doing so they created a hierarchy among the employees that ensured the clients are getting services timely.

What do I want/need to learn?	What will I do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target duration for review and completion
<i>I wanted to be able to understand nonverbal communication better.</i>	<i>To understand non-verbal communication I researched more into this topic on the internet and asked this to my peers who advised me to focus on the changes that take place when someone is not willing to answer certain questions.</i>	<i>Reading books, support from managers and peers</i>	<i>I will be able to understand nonverbal communication better.</i>	<i>2 months</i>

<i>I wanted to improve my leadership skill</i>	<i>Observing the managers will assist me to gain practical knowledge about the ways they lead. Moreover,</i>	<i>I will read books written on Leadership to understand the features one must institute to gain this skill.</i>	<i>This skill will allow me to understand the subordinate better that will allow me to lead them to the goal they aim for.</i>	<i>1 Month.</i>
<i>I wanted to learn better time management</i>	<i>I asked my peers about the ways they use their time and according to their suggestions I will re-organise my activities beforehand so that I can allot time according to the importance of the task.</i>	<i>Support from peers and books</i>	<i>I will be able to avoid the rush at the end of the work.</i>	<i>1 month</i>
<i>I wanted to learn the ways to work efficiently</i>	<i>Prioritisation is the skill that is needed to be learned to achieve efficiency in my works and to learn that I will practice listing activities and priorities before actually doing my work. Trial and error will help me to understand this skill</i>	<i>Prioritisation and practice</i>	<i>I will be able to invest fewer resources to perform the work.</i>	<i>2 month.</i>

	<i>along with books written on this topic.</i>			
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4. Application of Theory and the Experience at ISS Cleaning Company

According to Ryan et al (2010), communication skill cannot be applied totally if the understanding of different communication used in the workplace is not comprehended properly. To understand the types of communication that are required in a workplace, I have observed 4 kinds which were included in Johari Window model that is the model to explain the ways one should maintain communication with a different type of people in the organization (Chittooran, 2015). In this model, the open window describes the information I already know along with others and these include the policies, rules and regulations of the company that is known by everyone. In the blind spot, I required the communication regarding the culture, norms and values followed by ISS Cleaning Company and these were unknown to me. McGregor and Cartwright (2011) stated that hidden information is supposed to be communicated with selected people and for this reason, I did not find any kind of communication regarding the internal cost and revenues of the company. Taylor (2010) Further explained the unknown window of the model that describes the information that is mainly unknown to everyone. Another theory that I applied was the time management theory that is defined by Kāposta (2015) as the way of managing time required by each task in an efficient way so that there is no rush at the end of the task.

5. Key Issues Encountered at ISS Cleaning Company

While working at ISS Cleaning Company, there were two incidents that were really assisting in learning about the ways the company worker manage their task. The first incident included the complaint from the manager about a dirty toilet in a room where the cleaner denied to clean it saying that it requires additional training to do that task. Even the cleaner had said to submit the resignation due to face this kind of incident where the company did not include such circumstances in the job description. In my opinion, such an incident was raised due to the lack of company policy with the cleaner. According to Abedin et al (2010), companies should create job description while keeping in mind about the activities and incidents that might be needed to be handled by the employees. According to my experience, communication was the main

skill applied by the Group Chief People and Culture Officer when talking with the manager and telling him the ways the company will take action about this in future. Due to the communication skill accompanied by proper leadership skill shown by the Group Chief People and Culture Officer, the situation was handled properly by creating an understanding regarding the agreement between the companies. When Group Chief People and Culture Officer was discussing, I observed that there was no kind of blaming each other, instead, the Group Chief People and Culture Officer talked confidently about the steps to be taken in this case and the ways such situation can be handled in future where she suggested to check each room right after checking out the room by a guest. According to the Group Chief People and Culture Officer, the finalisation of checking out should be done after the cleaning employees have ensured the right condition of the room. In my opinion, coming to this adjustment will be beneficial for the ISS Cleaning Company and the company also.

Another incident that I observed in my experience was the positive feedback made by most companies where ISS Cleaning Company supplies staff for cleaning. The positive feedback from the companies are used as a weapon for advertising their company to potential clients and this made me learn about the ways people can utilise the strength of having skilled employees.

6. Feedback form from Peer's Supervisor at ISS Cleaning Company

From the feedback of my peers, I got to know about the shortcomings I had in my way of performing the tasks in completing my report. According to Peer 1, despite having good work ethics I was lagging due to my poor skill at conversation and peer 3 had said so also. According to their advice, I tried to incorporate reading books on nonverbal communication in between my works and that really helped me to realise different conversational skill that is required while understanding nonverbal communication. Their advice was helpful in understanding the ways I can exemplify my positive feature of work ethics with the help of my additional communication skill.

According to peer 2, time management plays a crucial role in upgrading my skillset because it can assist me to perform my task better. I tend to rush my tasks at the last moment and as peer 2 said, it affects the final outcome of my work. For this reason, I have decided to take the advice given by peer 2 and list my activities needed to be done to perform the task beforehand so that I do not have to rush at the last moment.

Peer 4 said that I do not prioritise my activities before starting the work and because of that I face the lack of time to do a certain task. According to Seymour (2014), lack of prioritisation

skill often leads to failure as people often do not get enough time to conduct the crucial activities and rushing through that lead to errors. After the advice from peer 4, I tried to make a list of the activities I needed to do for completing a task so that I can prioritise the task I need to do with proper diligence. It has been assisting for me to have this skill for the completion of work properly where I need fewer resources and time than before without having as much as errors like before.

Conclusion

This report has been assisting in learning about the skills I needed in my experience at ISS Cleaning Company. Being a reflective report, it includes a reflective model and application of the model has been assisting in analysing my experience to understand the skills I will require in future to perform the work effectively and efficiently. Apart from this, this report will also be helpful in analysing the skills that I might need in future for performing the tasks and it also will assist me in understanding the list of skills required to do the tasks in producing the report. It will be rewarding from the perspective that it is helpful in making me understand my experience in ISS Cleaning Company better.

Reference

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Appendix

Feedback Form

Peer 1:

“Your working ethic is good and your communication skill is friendly. However, you should try to learn about body language and signs to understand people better so that you can understand when people are becoming restless or annoying due to your questions. Moreover, it will also help you to make the conversation more engaging to learn more from it.”

Peer 2:

“Time management is crucial for becoming punctual in the works you do. I have seen that you are quite punctual but you struggle while performing the works due to your lack of preparation. That made me realised that you probably do not prepare the list of work you need to do beforehand and my advice to you is to prepare for your tasks beforehand. To do so, you require to manage your time properly, create the list of the task to do and allot time accordingly. That will help you become more efficient in future”

Peer 3:

“Understanding others is essential when you are trying to learn from observing their work. While you were working and talking with the members are ISS Cleaning Company, I noticed your diligence towards your work. You have good communication skills as people got less annoyed while talking to you. But there were moments when you could not pick up the hints about them being irritated due to the break-in their work. At those cases, you should have extended your apologies. However, this indicates that you require proper knowledge regarding non-verbal communication. It’s really appreciative that you are very much punctual and you have the hard-working trait that everyone should have”

Peer 4:

“Your prioritisation skill is off the balance and that is the reason you struggle most of the time while trying to finish a work. Even though you work hard, your working does not have the most efficient results, due to this negligence of yours. I really like your communication skill as you can make the conversation a lot easier for the other person. You are also very much easy going to talk friendly. But my advice to you is to manage your prioritisation better from next time.”

Lecturer
LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Marina D* Date *12/12/2019*

Activity: *Hotel Manager*

	Poor	OK	Good	Excellent
Introduction (Explanation)		✓		
Presentation (practical demonstration)		✓		
Conclusion (how well can you carry out the activity?)	✓			

Any other comments

*→ Role was clear
→ Presentation/Demonstration was ok.
→ but problem has not been solved.
→ Managerial skills need to be improved.*

Signed: *MD Kalam*

Date: *12/12/19*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

MARINA DAVID

Date

12.12.2019

Activity:

HOTEL MANAGER

	Poor	OK	Good	Excellent
Introduction (Explanation)		✓		
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

Marina played a role a Hotel Manager,
Good communication skills

Signed:

Khadija Elmaske

Date:

12th December 2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

MARINA DAVID

Date

12.12.2019

Activity:

HOTEL MANAGER

	Poor	OK	Good	Excellent
Introduction (Explanation)		✓		
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

Good definition about the roles, you should be more critical and more involved in it, and the conclusion could be better

Signed:

Ruth Biscoe

Date:

12.12.2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Marina David* Date *12.12.2019*

Activity:

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Signed: *Wuot*

Date: *12.12.2019*