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Community Engagement

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INTRODUCTION

Community engagement is the process which involves dynamic relationship such as communication, interaction, and involvement between managers and employee so that smooth business function will operate by coordinating with each other (Zusevics and et.al., 2018). The present part is a continuation of community engagement (part A). Study in this assessment based on Nando's organisation. Thus, in this report reflection is provided on personal experience of work with context to outcome 1. With Gibbs model of reflection, work experience is shared in this report for performing job role of manager.

PART B

Nature and purpose of reflective practise

Reflective practise is a continuous process of learning to improve the ability of doing specific work in organisation. Reflection is all about deep learning to improve ability in performing effective job role in organisation (Saltmarsh and Johnson, 2018). Therefore, for improving my work in Nando's organisation, I have followed reflective practises. For completion of my work in organisation, I assess my own thoughts and actions which overall helps me in personal learning and development of activities in organisation.

For improving my work practises, I have analysed different theories of reflective practises. One theory which overall helps me in improving my working skills is Gibbs model of reflection. This is the model which helps me to think systematically to complete specific projects of Nando's organisation. With this model, I developed my work practises with my own mistakes and have tried to developed strategies with proper analysis of work in completing my work in organisation. This model helps in improving abilities through different stages so that each and every perspective will cover (Schultz and et.al., 2018).

Reflection on personal experience of work with reference to outcome 1

With reference to outcome 1, firstly deeply understanding of work culture in Nando's organisation have learnt by me. With this understanding, I came to know that organisation have followed flat structure of work where there is few individuals in between top level managers and sub-ordinates. I also came to know about goals, mission and values which company followed in its work practises. In my workplace, I came to know about company's policy in satisfying needs of

customers. Nando's organisation followed Portuguese theme in which, they mainly focus on providing food which is nutritional and healthy. For developing my work practises, role of employees towards achievement of business goal is also analysed by me which overall helps in developing practises by focusing on areas which needs to improve in organisation (Beaton and et.al., 2017).

In proving high quality of food, my work is to manage that food quality and to communicate effectively with customers so that there needs gets satisfied. I also have to organise and implement strategies so that effective growth will get achieved. Therefore, I ensure that there is an adequate amount of raw materials and food stuff available for production process of organisation so that valuable services will be provided to customers.

With this working, my interpersonal skills got improved where I learnt to manage overall work of Nando's organisation which makes me self-manageable. There is a policy of providing effective training and development activities to employees of organisation so that effective work will get generated. This training and development activities overall helps me in improving my managerial skills with the help of appropriate model and theories (Panwar and et.al., 2016). Training activities helps me to provide necessary directions to sub-ordinates regarding improvements which needs to develop in food facility, and to changes which needs to develop in menu.

Role of managers in Nando's organisation also helps in developing effective understanding of practises which adopted by managers for operating its functions in business market. I also get to learn which skills needed to improving in performing the job role of organisation. With that learning I am able to become capable to motivate employees in organisation which overall helps in improving profitability of company.

After considering swot analysis of company, I get know about the weaknesses of company which overall affecting its operations in business market. I have developed some strategies by for reducing weaknesses Nando's organisation which overall helps me in developing my interpersonal and leadership skills. Strategies like taking feedbacks from customers in satisfying needs of customers will help me a lot for improving performance of organisation among its competitors (Beckers and et.al., 2018). By learning goals, mission and vision of

company, I will be able to influence employees by providing them effective clarification of policies and strategies which helps them in generating objectives of organisation. This influence helps me in developing my leadership quality in contributing in production process of company.

Reflection on relationship between theories and experience in organisation

Working in Nando's organisation helps me in developing qualities and abilities which overall helps in performing well in an organisation. Therefore, with the help of Gibbs model of

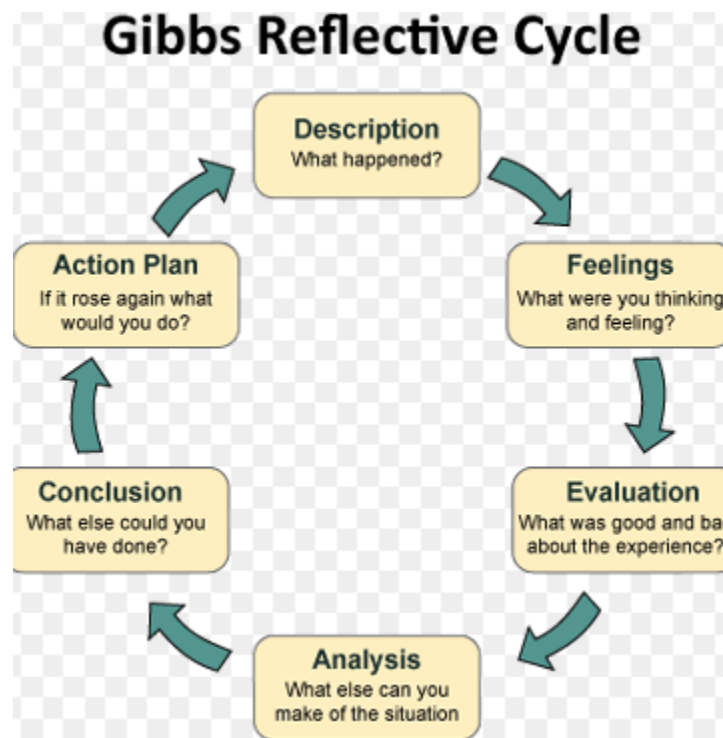


Illustration 1: Reflective cycle

(source: Gibbs Reflective Cycle, 2018)

reflection, experience are as follows-

Stage 1: Description-

With this step, before completion of task in Nando's organisation, I have learnt to describe the situation and activity of organisation before drawing any conclusion for that work in workplace. With this step, I have analysed common questions which helps in developing objectives of

company. Such questions are: What happened, when did it happen, Where did it happen, Who were involved, What did you do yourself, What work other people do.

Therefore, with this step I will be able to manage work of organisation so that valuable food quality and services will be provided to customers. This step also helps in developing strategies which improve team work so that effective work with proper coordination will get achieved.

However, on the critical note, these steps require huge time to analyse answer of each question, which affects productivity of the other business operations. Therefore, to complete this step, performance of other business operations will affect overall business profitability (Hollebeek, Juric and Tang, 2017).

Step 2: Feelings-

With this step, I will be able to know the particular feelings of employees in completing tasks of organisation. With this step I will be able to know expectations of employees from an organisation, without commenting on their feelings of completing task. This step helps me in building effective team work in Nando's organisation. Effective team work overall helps in developing projects with proper coordination so that best quality of services provided to customers.

However, on the critical note, feelings and expectation of each employee will not be satisfied which creates a mismanagement of work in organisation. Employees which are fully satisfied will provide work efficiently but employees whose needs did not get fulfilled will not work satisfactorily and affect overall production of company. Views and shares of employees did not get sometimes matched which also creates miscommunication of work in organisation.

Step 3: Evaluation-

With this step, I will be able to improve my leadership skills. For evaluating projects of company, it is necessary that each and every employee have clear understanding of organisation's objectives and goals (Tak, 2017). Therefore, for completing specific work, I encourage employees for developing skills which are required in performing goals of organisation.

By analysing their view regarding particular situation in both positive and negative ways it helps me in developing effective team where all the members work with self-management and in proper coordination.

However, on the critical note, as different employees are from different background, it creates a lack of communication which overall affect completion of project in organisation. With this lack of communication, time management of completion of work also get affected. This overall affect performance of organisation in business market.

Step 4: Conclusion-

In this step, after evaluating the situation, work of leaders and managers is to draw a proper strategy for developing effective tasks of organisation. This step help me in improving my inter-personal skills in which I have encouraged employees and provide them effective information for completing objectives of organisation. I tried to solve the situation by considering myself in that task so that proper solution and strategies will get developed for completion of project in organisation (Tanaka, Okamoto and Koide, 2018).

However, on critical note, needs and objectives of each and every employee will not get fulfilled due to lack of resources and communication which overall affect performance and profitability of company in business market.

Step 5: Action-

This last step is all about developing effective actions by which overall helps in reducing errors in completing proper operations of organisation. This is the step in which strategies and policies are developed in consideration of future operations so that changes will take place for improving performance of organisation.

These are the steps which helps me in developing skills which needed to improve in performing job role in organisation. With model of reflection, I will able to think and analyse situations which needs to improve for generating goals of organisation.

Explanation on practical application role which played in organisation

For developing effective operations of business, I have played effective role for improving performance of Nando organisation in business market. For achieving success in areas of business, role of managers of to develop various strategies which overall improves functions of organisation in business market. According to view of Mintzberg's, every manager have to develop effective relationship of communication between employees for improving efficiency of work in organisation (Middleton, 2017).

Role of managers in organisation is to develop strategies which provide smooth functioning of business. Smooth functioning of business will get developed when there is an effective decision-making skill in manager of organisation. Therefore, with the Gibbs model of reflection, I will able to analyse the situation and will develop effective decision-making for improving areas of organisation. Managers are the one which appoint right person at right place for completing objectives of entity.

I have developed effective communication relationship between employees which helps me in achieving and meeting goals of organisation efficiency. I got success in developing team work in organisation where everyone work with mutual respect and shares their view for completion of task. This strategy helps me in getting different ideas for completion of project of an entity. Effective monitoring helps me in improving productivity and performance of organisation. With this relationship of communication, I will able to provide, process and use information which helps in operating functions among competitors of organisation. With effective leadership style, I will able to influence employees for completion of objectives in proper way. This leadership ability helps me in developing relationship with employees so that I will able to know their expectations.

However, on the critical note, according to views of Nicol and Dosser, 2016 for generating effective functions of organisation, there would be a proper time management for producing functions and this is the area on which I have to work for its proper development in organisation. Employees are lacking in developing activities in proper time of work. Therefore, it is the area which I need to develop as manager in Nando organisation.

To solve this time management skill in organisation, effective training and development programs will be developed in entity. This training and development programs will encourage employees whereby continuous learning they will able to improve time management skill, so that timely services will be provided customers of business market. Guidance will also provide to employees so that efficient working will get developed in organisation (Greenfield and et.al., 2015). For completing work in proper time, I will emphasis on developing more effective communication skill so that by providing proper guidance, I will able to manage business operations of organisation.

CONCLUSION

From the above report it is summarised that role of managers plays an important role in producing effective business operations in marketplace. Gibbs model of reflection is studied in this report which emphasis on stages that needs to be adopted by managers in performing their job role in organisation. Thus, it is summarised that, with the help of effective training and development activities, managers will able to improve engage employee in organisation and will able to motivates them towards achievement organisational objectives.

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