



University of Wales

Trinity Saint David

Module Code: LCBB4001

Community engagement

Lecturer: Navami Sadarsan

Student: Petar Lambev

Student number: 1813445

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Explanation and discussion of the concept of reflex practices.

Under reflective practice, we need to understand our ability to reflect events, engaging in this way in a continuous learning process. Explained in the simplest way, it is a process of thinking or pondering what we do. And it is related to the concept of learning from experience. It is natural that most of us think and reflect on what has happened. It is part of our human nature. However, there is a difference between accidental thinking and reflective practices, as the latter requires an effort to reflect on a problem or situation and to look for options to (A., 2004)solve or improve them. In reflective practices, we can play different situations, discuss different perspectives, analyses the decisions we have taken. We can also discuss different theories and associate them with a practical situation, what exactly we are (or haven't) done (A., 2004).

The main challenge lies in the fact that training can be quite complicated even on an individual level. Very often, any new information that disputes our way of thinking and acting, regardless of our will and desire, is difficult to accept. For this reason, any new type of training challenging the habits of individuals and organizations is too often taken with distrust, although there is a strong and conscious need for change.

Despite all these difficulties faced by reflex practices, they can be an important tool in modern practical training, with people and organizations learning from their own experience and not relying solely on traditional Forms of training, which at some time, in the modern dynamic world are even outdated. It is also believed that reflex practices can be useful to us not only in the workplace, but also at home.

There are different variants of reflex practices:

One of them is Gibbs ' reflex cycle. It has six main steps:

- Description – We explain what happened.
- Feelings – What are our thoughts and feelings related to this.
- Assessment – What are the positive and therefore negative results.
- Analysis – What is the point.
- Conclusion – What else could we have done.

- Action Plan-What we will do next time.

It's called a cycle, because in the end we will take action that will lead us back to the beginning.

The Jones pattern of structural reflection is a variety of issues that help us think about what happened.

In John's model it is recommended to work with supervisor throughout the whole period. It is also recommended to use a diary describing the situation, our way of thinking about it, the different feelings that arise.

Another author, Rolfe uses three questions to reflect the given situation: what...? And what...? Now what...?

Many different scientists have touched on reflex practices over the long period of their work. And they all concluded that reflex practices are a skill that each of us can absorb and develop. Or reflexive experience includes a different set of skills that are inherently active, dynamic and ethical and are placed in real time and engaged in real and complex situations. (Moon,1999).

One of the most likely advantages of reflex practices is that it is not necessary to practice alone. Even the opposite, the effect we achieve is significantly greater. Although some psychologists believe that learning is achieved only by reading and writing, and there is really a need to record these practices or keep a diary, but the very possibility of a situation to be replayed several times, to discuss, to look for solutions, to ask Questions and to look for their answers gives us a much greater aspect of opportunities to improve our knowledge and skills.

We can assume that this is a very effective way not only for training, but also for acquiring practical experience. Companies are increasingly betting on the training of their own staff. Human behavior is increasingly seen and studied as a key factor in the development of a company. It is aware of the importance of developing not only the technical skills of an individual, but also the development of its behavioral quality (Mullins, 2016).

Going back in time for companies was very easy to find and recruit workers. They didn't require any complicated skills. Finding people to do a job is rarely a problem. However, with the development of new technologies, people with a growing and different experience are required. If you've been betting on a skill

and practicing it all your life, now you're looking for employees with a greater range of skills (Torrington, 2014).

Explanation of the role play

Although in my first essay I affected the importance of the general manager's role for a hotel by the company, for my role play I chose the role of the Food and Beverage department manager. To begin with, I want to explain what its functions consist of.

When we go to a hotel or restaurant, we want to be confident in the quality of the drinks, food and products of which it is prepared. The mode of service is the other important factor. The food and beverage manager are the figure, the leader who is responsible for all the work of the restaurant or hotel. He is responsible for supplying the various products, for recruiting experienced staff and for his continuous training. Constantly monitor compliance with product standards and prepare them to monitor safety techniques. Also, their duty is the costs that are incurred. To write work schedules, to monitor the observance of working hours. They are expected to be good leaders, to be able to unite their staff in difficult times. They also have good communicative abilities as they often must talk not only with the staff but also with the clients themselves. Outfitter skills are also of great importance. Maintenance of work schedules, delivery schedules. Problem-solving skills are also an important place in their work, there are many situations with conflicts between staff, nervous and volatile customers, erroneous deliveries or incorrect suppliers. Endurance work sometimes work long hours. That is why from my point of view this position is important and responsible for the work of every hotel and restaurant.

The situation I chose to play was appearance my interview for this position. I have seen many different interviews, but I still think that I have gaps and the fact that my colleagues from my group at the university will monitor me and evaluate me gave me the opportunity to look at the side of my behavior during an interview. My colleague Elena, who played the role of the general manager of the hotel, helped me play the situation.

Reflective statement

Based on the feedback I received after the interview, where I was evaluated by three of my colleagues, I could say that from their point of view I did well. To begin with, each of us had to make an introduction to the topic and present it to our colleagues. According to my colleagues I did excellent, but personally I felt a slight worry, speaking to many people. And I didn't allow that to be understood. The presentation itself also went well, according to my colleagues. As I have already mentioned, I have seen many different interviews and I have not been able to make the script for the interview, and Elena and I have been practicing exactly how to proceed. In general, I received a good evaluation from my colleagues, even according to some of them, if this was a real job interview, I would certainly get the place.

At the same time, my personal assessment is a little more negative. During the presentation and also the interview itself I felt some tension. For my own good, I must have covered it well. On the other hand, I missed a few things that I wanted to tell the interviewer about myself. That my colleagues couldn't have known, but it could have an impact in a real interview. Also, I understand very well the fact that in the future for the higher the position I apply, the more interviews I will have and certainly will not be interviewed by only one person. So, I must organize myself better. I also plan to prepare to look at different interviews online, to continue to play out similar situations with some of my colleagues or friends, to be even more persuasive during the interview. Naturally, I will continue to analyse my way of presenting to make the best of myself.

Conclusion

In conclusion, I would like to say that reflex practices improve the way of learning not only of students or workers in different companies but are useful for anyone who would like to develop their abilities. Although still not so widely accepted form of training, they can help us to improve ourselves, both professionally and in our personal life

References

Moon, J., 1999. *Reflection in Learning and Professional Development: Theory and Practice*. London: Kogan Page.

Mullins, L. J., 2016. *Management and organisation behavior*. Harlow: Pearson Education.

Torrington, D., 2014. *Human Resource Management 9th edn*. Harlow: Pearson Education M.U.A..

Appendixes

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Peter Date 17.04.19

Activity:

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

Any other comments

The introduction was very good.
The performance was well-presented.
He introduced the situation very well

Signed: [Signature] Date: 17.04.19

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Peter*

Date *17/04/19*

Activity:

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

Any other comments

Excellent introduction. Peter had
acted the role very well. The
presentation was great done.
PROFESSIONAL BEHAVIOR. IF THAT IS
REAL INTERVIEW HE WILL GET THE JOB.
Excellent conclusion.

Signed:

[Signature]

Date:

17/04/19

Name of Presenter

Petar

Date

17.04.2019

Activity:

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

Any other comments

Perfect presentation. The introduction, conclusion and details, were explained very well.

Signed:



Date:

17.04.2019

PENKA PETROVA