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**Student number: 1909556**  
**Module: LCBB4002**  
**Reflective report**  
**Mr.MD Kalam**

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## **Introduction**

Self-assessment is considered to be an important task for both students as well as professionals. It provides the concerned individual with the opportunity to understand their tasks better and further, they are able to identify the gaps that need to be fulfilled. As a professional it is very important to develop with time and reflective evaluation provides the individual with appropriate guidance to develop effectively (Nevgi *et al*, 2015). This assignment is a reflective evaluation that will cover important aspects like self-management, communication, team working, leadership and interpersonal skills. There are a number of reflective models available and for this specific assignment the Gibbs' model of reflection will be followed. In the initial part of the assignment there will be discussions on the model and then the model will be applied to ensure that the reflective evaluation has been done successfully. The main focus will be to identify the aspects that need further changes in the future. This assignment will majorly identify the skills that I possess already and the skills that I need to develop or upgrade to enhance my professional career.

## **Reflection**

The literal meaning of the term reflection is to send back the effect that one experiences. Similarly, the reflective evaluation is the procedure to evaluate one's experience as an individual and to access it. The main objective to access the entire procedure on a personal level is to identify the strengths as well as weaknesses (Tonni *et al*, 2016). For an individual to grow sustainably in their professional career it is significantly important to understand their strengths and weaknesses as that will provide them with a clear idea on the skill sets that they need to work on. The assessment of the experience is quite challenging without a proper reflection of it. Reflections are considered to be one of the primary steps that can be taken to ensure personal development (Edwards, 2017). Further, there are many theories on reflective

cycle that can be applied in order to follow a specific guideline while analysing the skill sets possessed by one.

### **Significance of reflective evaluation**

In the professional career it is important to ensure that there is continuation of development in the skill sets as that is the only possible way to ensure development in the professional career. Every individual is different from others and every job has its own expectations from its employees (Wain, 2017). For an individual it is important to ensure that there is a balance maintained and the final results have the efficiency of completing the task with perfection and success. Every individual aims to gain success in terms of attaining development in the long run. Growth in professional career demands the ability to take more responsibilities and self-evaluation is the best possible way out to understand the efficiencies one has and the aspects that they need to work on to be efficient enough to manage the responsibilities that come along with the growth. The personal values that one holds has an impact on the over-all performance of the individual, hence that needs to be considered as well.

### **Gibbs' Reflective Model**

There are in total 6 steps included in the model and these six steps include description, feelings, evaluation, analysis, and conclusion and action plan. The first section of this model will describe the situation in details and provide a brief idea about the job profile that the concerned individual is associated with. All the aspects associated with the specific job profile will be covered in this section to understand the tasks that the job expects the professional to complete with utmost accuracy (Martínez *et al*, 2017). The involvement of other people in the performance of the task will be discussed as well. The feelings section will aim to cover the aspect of understand or awareness of the requirements that the task demands. When an employee works for an organisation, both the employee as well as the organisation has their requirements that needs to be fulfilled. This section will hence identify the demands that the task has from the employee and the employee understands about these requirements.

The next section is called evaluation and focuses on evaluating the contribution of the employee in the successful completion of the task. The concerned person gets to learn about themselves and their skills in this section. The analysis part majorly analyses the learnings that has been learned from the entire evaluation section. This section will hence consider both

positive as well as negative experiences that one has identified from the evaluation part. The next part is conclusion and this part will discuss the aspects that could have been handled in a better way (Johnson *et al*, 2017). This part of the model will provide the individual with the ability to draw relevant conclusion from the evaluation and the analysis that has been made. The last section of this model is the action plan that includes a development plan. Development plans have a stipulated time period and within that stipulated time period the aspects that one aims to develop will be developed following the plan that is completely based on the other sections of this model (Campbell, 2019). The reflection of my professional career has been mentioned as follows:

### **Description**

I worked as a technical assistant in a company that manufactured UPVC as well as aluminium doors and windows. Technology plays a significant role in any business and hence every business ensures that they are technologically upgraded in terms of being able to serve their customers better. The company that I was associated with was located in Bulgaria. This organisation mostly received assignments of renovation works where new doors and windows were to be installed. I had to report to the senior technical assistant and my work was being monitored by him. I had a customer named Ismail, he lived in Germany but visited Bulgaria during his holidays. He got in touch with the company to get some renovation work done and further, he had issues with his bathroom's door as well that was being fixed by this company. In the construction business it is essential to get proper doors and windows. Unplasticised Polyvinyl Chloride is often referred to as UPVC. The characteristic of it being not flexible and hard makes it an efficient option to form doors and windows out of it.

### **Feelings**

My task included a number of skill sets that includes leadership qualities, communication skills, technical skills and the ability to deal with problematic situations. I had to deal with customers and customers may come up with unrealistic expectations, it was important to deal with the situation in an effective way in order to ensure that the organisation is being benefitted by the dealings. Further, the leadership skills include communication, the ability to influence, confidence and the aspect of positivity and all these aspects are needed to work effectively in this specific position in the organisation. The ability to influence the customers was a significantly important part of the task. The aspect of influence can be achieved by verbal or non-verbal communication with the customers (Wessels, 2018). One of the important aspects associated with communication is to listen to the customer requirements.

On listening to them carefully one can come up with better solutions. Further, academic skills and technical skills are some of the basic requirements to complete the tasks associated with this specific job profile.

### **Evaluation**

As an employee in this organisation I had gained appropriate knowledge about the product that the organisation aimed to sell. Further, I excel in verbal communication which was an added advantage for me. The main issue that was included in these types of tasks were the time period for the completion of the task and the amount that will be charged to the customers. The aspect of influencing the customers majorly through communication was one of the major tasks associated with this job profile. It was also important to be confident about the points that are being discussed along with the clients. Dealing with customers can be quite challenging as there is no specific guideline that can be followed to ensure successful dealings with the customers. Apart from these aspects, I have the basic knowledge of technology that is required for this job profile.

### **Analysis**

On analysing my skill sets I have noticed that I lack the ability to communicate effectively non-verbally. Technology is an aspect that keeps upgrading with time and hence it is necessary to upgrade the skills to get acquainted with the technological advancements. Apart from these I lack the ability to multitask. Considering the work pressure there arises situations that demands multitasking however, I get very confused and I lack effective decision making within a less period of time. This certainly will restrict growth in the future. I need time to plan things and hence execute them accordingly and a time limitation makes the entire situation very complicated on my end which creates a lot of confusion. Apart from these aspects my strength is to work in an organised way and is very sincere about the tasks that I handle. I put in extra efforts to ensure that the tasks are being completed within the deadline that has been allotted without any compromisation on the quality end.

### **Conclusion**

On analysing my previous job profile it can be concluded that there are a number of fields that demands further development. Considering the increasing competition in the market it is important to excel in all the qualities and skill sets that a specific job profile demands as that is the only way to achieve growth in this field. The leadership qualities along with non-verbal communication are some of the important aspects that need to be focused on. Further, I

believe that with experience multi-tasking will be an easy task. Multi-tasking can be easy when one knows the process the task is being performed and hence with experience it is quite obvious that this issue can be dealt with without facing any challenges in the future. Dealing with customers will be smoother on developing better skill sets and on better understanding of the product and the business that the organisation is associated with. The main objective of this reflective evaluation was to identify these aspects in order to plan an effective development plan that will ensure success in the future.

### **Action Plan**

|                                          |  |                                                                        |
|------------------------------------------|--|------------------------------------------------------------------------|
| <b>Name:</b><br><i>Daniela Gavrilova</i> |  | <b>Covering the period from:</b><br><i>January</i><br><b>To: March</b> |
|------------------------------------------|--|------------------------------------------------------------------------|

| <b>Time Period</b> | <b>What needs to be done?</b>                                                                                   | <b>Significance</b>                                                                                                                                                                                                      | <b>How did this contribute towards the development?</b>                                                                                                                                          |
|--------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>30 Days</b>     | <i>Read the book called Write Tight: Say Exactly What You Mean With Precision and Power by William Brohaugh</i> | <i>I need to improve my non-verbal communication skills and I have noticed that I explain things elaborately that makes the reader lose interest. I aim to learn the skill of writing short, precise and meaningful.</i> | <i>This aspect will help me improve my leadership qualities and hence will contribute effectively towards my skill development that will contribute towards achieving success in the future.</i> |
| <b>30 Days</b>     | <i>Enrol in a computer course.</i>                                                                              | <i>This will provide me the opportunity to enhance my technical skills and be in pace with the most upgraded technology. The new options available in the</i>                                                            | <i>Every organisation expects their employees to be up-to-date with the most upgraded technology that is available in</i>                                                                        |

|                |                                               |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                 |
|----------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |                                               | <i>applications will be identified and hence can be used for better outcomes in the future.</i>                                                                                                                                                                    | <i>the market. In order to get better opportunities in the future, this will help me attract employer's attention and will contribute towards getting better opportunities as well.</i>                                                                                         |
| <b>25 Days</b> | <i>Enrol in a course for time management.</i> | <i>As time management and multitasking has been an issue since the beginning hence, I plan to emphasize on this aspect to ensure that the job opportunities that I get in the future, I manage to deal with the aspect of time management in an effective way.</i> | <i>Time management is again one of the basic aspects that every employer expects in their employees. It is hence significantly important for an employee to ensure that they attain the skills of time management and can deal with deadlines and multitasking effectively.</i> |

## Conclusion

It can be hence concluded that the reflective analysis provides the individual with the opportunity to identify the areas that they need to improve to develop professionally. This specific assignment has taken into consideration the Gibbs' Model as it is very popular and is simple in nature. On completion of analysing the professional skills according to the model it

has been identified that the non-verbal communication is a severe issue and hence an action plan has been planned aiming to focus on these aspects which will contribute towards the development of professional skills in the future.

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## **APPENDIX**

*Lecturer*  
LCBB 4002 Community Engagement  
Peer Evaluation Role Play Feedback Form

Name of Presenter *Daniella*

Date *20/12/2019*

Activity: *Technical Assistant in a manufacturing company.*

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

Any other comments

*Introduction of the presentation was clear but communication skills need to be improved. During the role play, collaborators should have been informed that's their role because during the role play they seemed to be confused. Conclusions also should have been more clear.*

Signed:

*DD Kalam*

Date:

*20/12/2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *DANIELA GAVRILOVA* Date *20/12/19*

Activity: *Technical assistant for the  
manifactory company*

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

Any other comments

*Daniela done great job, it was  
a long and interesting role play.  
Well done!!!*

Signed:

*SEMRA*

*SEMRA SADUL*

Date:

*20/12/19*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

Daniela Gavrilova

Date 20/12/2019

Activity:

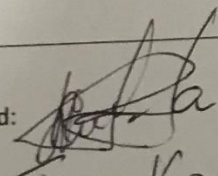
Technical assistant for manufacturing company

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

Any other comments

Daniela presented good with confidence. She tried to help the customer, but he have to pay for it. She finished play role okay.

Signed:

  
Iori Koleva

Date:

20/12/19

# LCBB 4002 Community Engagement

## Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 20/12/2019

Daniela Gayrilova

Activity:

Technical assistant for the  
manifactory company

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

Any other comments

Daniela introduction it was OK,  
Presentation was Good, but <sup>for</sup> conclusion  
she ~~doesn't~~ doesn't give a conclusion

Signed:

Date:

20/12/2019

*[Signature]*