

Viktoriya Adrianova Adalbertova

Student number:1818237

Lecturer: Tanja Nathan

COMMUNITY ENGAGEMENT A2

Reflection on assessment 1

Table of Contents

Introduction	3
Discussion on reflective practice.....	3
Description.....	3
Concept of reflective practice.....	3
Feelings.....	4
Explanation of role play.....	4
Evaluation.....	4
Analysis of feedback.....	5
Types of skills that need improvement.....	5
Reason for improvement.....	6
Conclusion.....	7
Action plan for developing my skills.....	7
Reference list	9
Appendix.....	10

Introduction

Reflective practice is considered as the ability to reflect on an individual's actions. This is helpful for continuous learning. Effective implementation of reflective practice is helpful to enhance mode of critical thinking as well as personal understanding of an individual.

This part of the assignment includes brief explanation based on concept and theories of reflective practice. Along with this, explanation and analysis of role play have been done in brief. Thereby, Gibbs reflective cycle has been taken into critical consideration.

Discussion on reflective practice

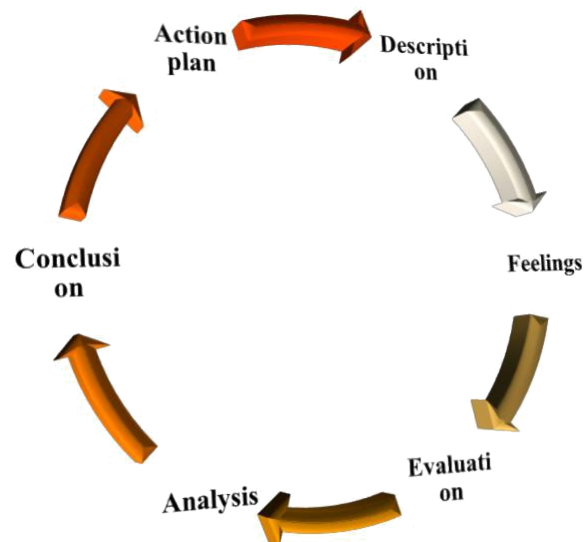


Figure 1: Gibbs reflective cycle

(Source: Zwozdiak-Myers, 2018, p.77)

Description

Concept of reflective practice

Reflective study is a process in which one can reflect upon the consequences of one's actions. This is closely associated with the concept of learning from previous experiences.

The purpose of reflective study is to learn and apply the knowledge for the future (Sweet *et al.* 2019, p.119). According to Goldman *et al.* (2017, p.490) the reflective study also helps to create a link between theory and practices. It also helps in achieving success by evaluating the previous errors.

Feelings

Explanation of role play

I have focused on the issues that customers face in Zara stores in this role-play. The customer went to the customer service manager in order to complain about the misbehavior she had to face in the particular store of Zara. The customer described the ill treatment she received in the hands of staff when she went to buy a designer top from the store. Once the manager encouraged her to tell about the problems, she continued that after seeing the vast range of designer tops she could not understand what to buy. She was confused about the perfect design that can suit her.

Hence, she asked for help from the staff except to her surprise she did not receive any. She had to stand in the store for half an hour still did not get any help. Thereafter, spending that much time in the shop, one of the staff of the store came and showed her the exact locations of the designer top segment and went away. As soon as the customer finished her story the manager asked him about the steps she wanted to take. In response she told that she wanted to register complain but could not find any desirable methods (Goldman *et al.* 2017, p.488). The manager told her about the online complaint process of the store and encouraged her to file a complaint there. The customer also added that her family and friends also went through the same kind of ill treatment. After hearing everything the manager promised to make changes in their staff's behavior.

Evaluation

At the time of making the role play I understood that I could communicate the whole thing in an understandable way. In opine of Braun *et al.* (2019, p.11) communication skills are the key to success in any background especially for the career. It is required to convey your ideas and thoughts very clearly to the other person. Hence, it is advisable to concentration on the communication skills and makes it perfect in time (Kazmi and Naaranoja, 2015, p.44). The second thing I understand about the requirement of a particular person and it is our duty to help them in time. The requirements can vary from person to person and we should help them to achieve their personal goals.

As stated by Ghotbifar *et al.* (2018, p.12) at the same time communication can improve a lot more according to my understanding. Although I could communicate clear enough but there is always a scope for betterment. Additionally I understood that strategic thinking capability is a must to find success in the future. It is always good to think before acting and by doing this I understood that I need to concentrate on my strategies so that in future I can think properly. In the Roll-play I started well with confidence, explained the situation and the problem that the customer services manager faced. But then I got worried and blocked, which led to reading from the notes and I was not enough detail and could not fill my presentation time. For the future I need to rehearse more and be more organised. (refer to appendix)

Analysis of feedback

Types of skills that need improvement

Based on the role play conversation I think that development of *mode of communication* is necessary to analyse customers' problems of a business organisation. Moreover, *maintenance of politeness* is necessary for dealing with customers for solving their problems. Thereby, *development of understanding skills* will help me to find out the most effective solutions of various real life problems such as solving customer complaints of an organisation. In words of Zwozdiak-Myers (2018, p.36), Gibbs reflective cycle is an effective tool to implement reflective practices in an efficient manner. On the other hand, *development of assertiveness and problem*

solving ability can help me to have a strong base in terms of implementing my words in a specific consequence.

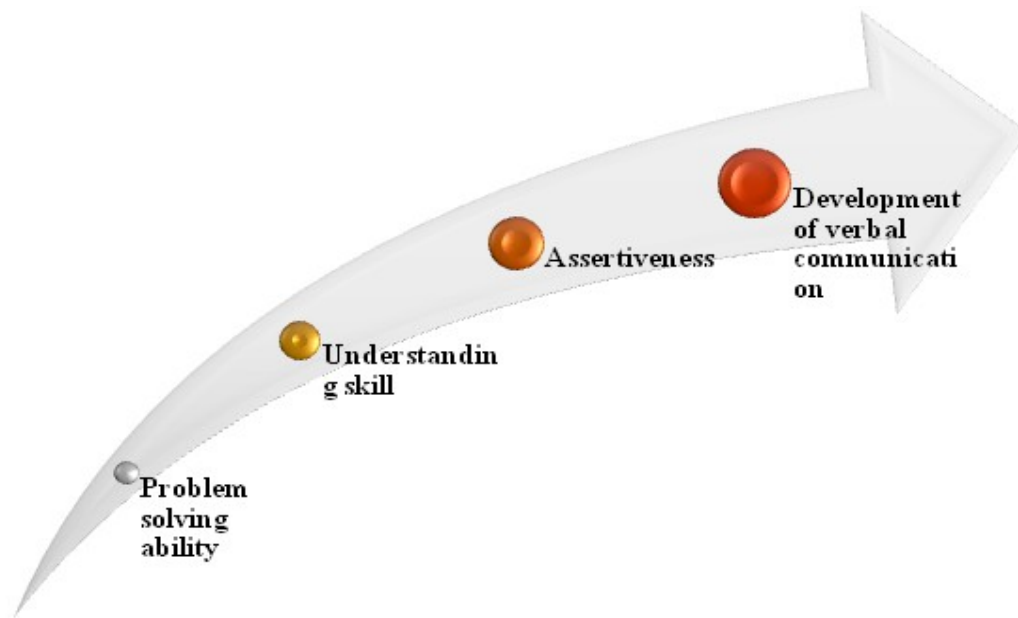


Figure 2: Types of skills that need improvement

(Source: Kuśnierek, 2015, p.75)

Reason for improvement

Thus I can state that development of my understanding skill and communication skills can be advantageous to enhance performance level. As mentioned by Gould and Taylor (2017, p.22), development of learning ability helps to enhance own performance level. In this respect, implementation of reflective practice is necessary. In this regard, I feel that I need to develop my thinking strategies and mode of conversation for expressing my views based on a specific phenomenon. Thus, I believe that it is necessary for me to uplift my interpersonal skills for expressing my own views on a real life scenario. During role play, I have found that I strongly need to modify my understanding skills. This can be beneficial for me to solve customers' problems as it occurred in role play.

I strongly believe that modification of listening skill is also necessary for effective development of understanding skills. It appears helpful for me to understand other's opinions while expressing my own opinion in a healthy way. As commented by Newberry and Collins (2017, p.20), involving in role play is helpful for an individual to find out own strengths and weaknesses. Thus, I think that different kinds of interpersonal skills such as listening skills, understanding skills as well as good communication skills will help me to solve various problems in an efficient way. Development of these concerned areas will help me to role play efficiently in future. Involvement of polite languages, development of understanding skills and enhancement of strategic thinking ability will help me to find out the issue and its solutions by conducting role play in a better manner.

Conclusion

Thus it can be concluded that the role play has some positive as well as some negative sides. In this respect, it can be highlighted that development of problem solving ability can be helpful to provide effective solutions to the issues arising in concerned role play. In this role play it has been observed that the conversation between customer service manager and customer of Zara was based on a potential issue related to process of customer care of Zara. Hence, it can be stated that development of understanding ability is necessary to conduct the role play in an attractive way. Efficient implementation of reflective practice helps to find out own strengths and weaknesses. Thereby, considering Gibbs reflective cycle becomes helpful to focus on key areas that needed to be developed in future. As result of this, formation of role play will be attractive enough and issues as well as their solutions will be emphasised strongly.

Action plan for developing my skills

Skills needed to be developed	Ways of development	Expected outcomes	Time needed
Development of verbal communication	- Communicating with a huge number of peers - Involvement in group discussion - Conducting study session	- It can be helpful to construct an effective role play - Using smooth languages will help to	2 months

	on a specific topic	form an attractive role play	
Enhancement of understanding ability	• Analysis of different scenarios for conducting role play • Considering different real life situations such as solving customer complaint for developing understanding skills	• It will be beneficial to understand customers' problems while forming a role play • Effective understanding skill helps to solve potential problems of organisation such as Zara	1 month
Modification of behaviour in a polite manner	• Interacting with huge numbers of peers • Solving problems with effective tactics	• It can be helpful to modify mode of conversation in a healthy manner	15 days
Modification of thinking ability	• Understanding others' opinions based on a particular topic • Solving organisational problems with greater efficiency • Taking part in group discussion	• Development of thinking ability will help to solve problems effectively that arises in role play • It will be effective to find out the basic issues as well as solutions of those issues during conducting a role play	1 month

Table 1: Action plan for developing skills

(Source: Stevens, 2015, p.490)

Reference list

Braun, E., Schwabe, U. and Klein, D., (2019). Performance-Based Tests: Using Role Plays to Assess Communication Skills. *Handbook of Vocational Education and Training: Developments in the Changing World of Work*, pp.1-11.

Ghotbifar, F., Marjani, M. and Ramazani, A., (2017). Identifying and assessing the factors affecting skill gap in digital marketing in communication industry companies. *Independent Journal of Management & Production*, 8(1), pp.1-14.

Goldman, E.F., Schlumpf, K.S. and Scott, A.R., (2017). Combining practice and theory to assess strategic thinking. *Journal of Strategy and Management*, 10(4), pp.488-504.

Gould, N. and Taylor, I., (2017). *Reflective learning for social work: research, theory and practice*. Abingdon: Routledge.

Kazmi, S.A.Z. and Naaranoja, M., (2015). Cultivating strategic thinking in organizational leaders by designing supportive work environment!. *Procedia-Social and Behavioral Sciences*, 181, pp.43-52.

Kuśnierek, A., (2015). Developing students' speaking skills through role-play. *World Scientific News*, (7), pp.73-111.

Newberry, R. and Collins, M., (2017). Sales Role Play: An Online Simulation. *Journal of Instructional Pedagogies*, 2(5), 19-25.

Stevens, R., (2015). Role-play and student engagement: reflections from the classroom. *Teaching in Higher Education*, 20(5), pp.481-492.

Sweet, L., Bass, J., Sidebotham, M., Fenwick, J. and Graham, K., (2019). Developing reflective capacities in midwifery students: Enhancing learning through reflective writing. *Women and Birth*, 32(2), pp.119-126.

Zwozdiak-Myers, P., (2018). *The teacher's reflective practice handbook: Becoming an extended professional through capturing evidence-informed practice*. Abingdon: Routledge.

Appendix

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Liliana Tudurea Date 6.08.2019

Activity:

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

Any other comments

a little nervous and worried, but
shows customer empathy and patience.
Have to speak louder. It's a good presentation

Signed: Viktoriya
Adelbertova

Date: 6.08.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter VIKTORIYA ADRIANOVA
ANALBERTOYA Date 6. August 2019

Activity:

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

Any other comments

Very good presentation, the presenter
did speak clear and loud.
Nice story but ~~can~~ in the end
of story she got a little ~~bit~~ stuck.

Signed: Liliana - Mariena
Tudunon

Date: 6. August 2019