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## Introduction

This report will show my reflection on reflective practice. This also outlines the nature and purpose of reflective practice and detailed analysis of how it helps me to improve my knowledge on a particular issue. This report also reflects my experience with my University life. How I have completed my first assignment. It also shows the relationship between relevant theory and experience. It also shows my CPD plan and key issues during role-playing by a jeweler employer.

## Reflective practice

Reflective practice is a process used for self-improvement. This is also a process of evaluating our own thought and action (Knott et al., 016). We can use this for both our own development and other development. This is a very easy process that provides many ideas that help an individual for training learning and self-improvement.

**A reflective model, according to Kolb:** Kolb's reflective model, is an "experiential learning" learning process. We can evaluate and analyze our experience through four stages.

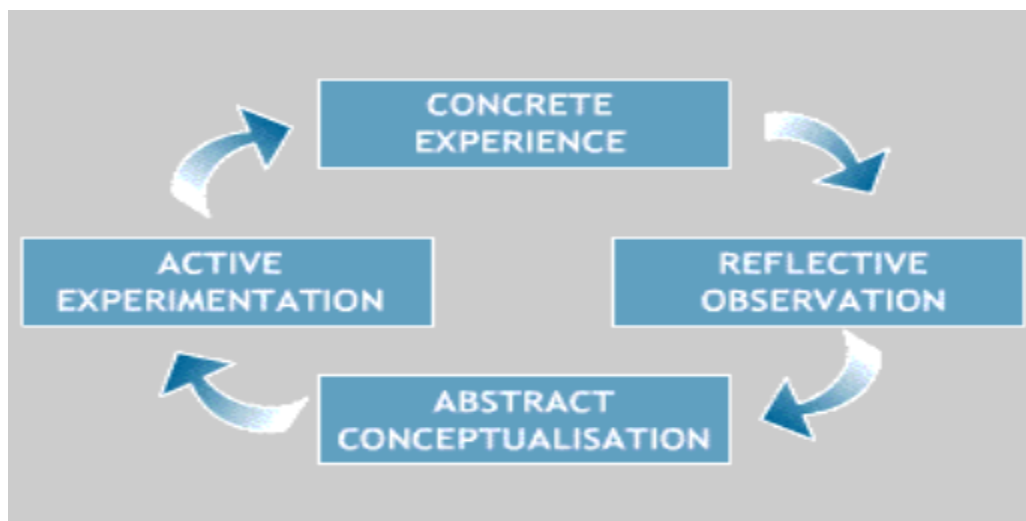


**Figure 1: Kolb's reflective model**

**(Source: (Walker, 2017))**

**Concrete experiences:** This is the first stage that we experience a situation, which makes us realize that we need to reflect on this situation to learn something new and improve our existing skills (Johnston, 2017). We can take a note on this situation that we can use later to reflect on the situation.

**Reflective observation:** In this phase, we reflect on the experience to ask some questions to ourselves: why that situation occurred, and why did the situation raise?

**Abstract conceptualization:** In this section, we can think about the answer to the previous stage's question. Here also will raise some questions (Gould and Taylor, 2017) such as: What could I have done differently? And How can I develop? Here the individual asks some quarry to colleagues and experts to improve their skills.

**Active experimentation:** In this case, we can use our theoretical knowledge to solve face the situation. We also can apply thought and reflection to meet the situation.

### **Purposes of reflective practices**

This practice provides an effective way to evaluate the skills of administrators, and it is a data-driven practice. This practice helps professional people by giving them a professional development plan (Brockbank, et al, 2017). This practice helps an individual to learn about their subordinate to providing services according to their actual wants and demand. This practice also helps a professional by leading to innovative practice through a developmental process of setting and attaining a goal (Rodgers and LaBoskey, 2016). As this practice help to revitalize a skill through self-reflection and refinement, Students, parents, colleagues, and communities are benefited from reflective practice.

### **My reflection on personal experience**

I was so much excited when I got a chance at this University. This was an excellent feeling for me. In my first week at this University, I feel very better because of my honorable teachers and my friends are amicable. In my first week at this University, I understand that all of my teachers are skilled. They have already created an image in my mind that they will help me to create my desired career and reach my goal. This is a difficult path, but I am prepared for this journey. My

entire classmate also friendly they help me in different situations. I was excited cited but a little bit working in me.

This was my first assignment, and it was very difficult for me to make an effective report on the module. To complete this assignment, I took help from my senior and my friends. All of them told me the right way to make the right report on this module. I take help from various resources on the internet. It is available informational online. I took help from journals, books, and various articles. TK Maxx's official website and other documentation were informative. The reflective practice process also helps me to make the right decision all the time (Farrell and Ives, 2015). It also helped me to improve my skills in the topic area.

My plan in this University life is to gain effective knowledge of business functions. This will help me to become responsive in every stage of my life.

### **Relationship between relevant theory and experience**

The reflective theory of Kolb shows four cyclical stages to improve one's skills in a particular situation. This is an experiential learning process where first I encounter an experience. The next step reflects the pattern of behavior and reaction I showed to prepare my first assignment. Then from this, I have learned that this is a continuous theory of development. It makes me curious to develop my skills to become more effective in my first assignment. Then I talked to my friend and mentor to help me to prepare my assignment. In this phase, information from various sources increases my skill level. This is a very interesting theory for self-improvement.

Then automatically, I have asked myself about my first experience and how I can react to this experience? How I can develop more skills to effectively compete with this assignment (Derwent, 2015). Then I have used the most appropriate and my knowledge to make this task more effective. This is more effective and continuous improvement process helps me to become more knowledgeable in upcoming experience. There is a great relationship between self-improvement and reflection practice theory. It also helps me to know my weakness in every stage of my decision making about a single issue. This process also has changed the thinking and action process in a particular situation.

## CPD Plan

CPD means continuing professional development. CPD plan refers to a process a plan that helps to track and documenting skills, knowledge, and that one gains both formally and informally (Walker, 2017). It shows all the scenarios that you experience, learn, and then apply. This is a total schedule that will give to the total procedure of the developmental program (Horn et al., 2019). Some organizations prepare it as a training schedule for their employees.

### My CPD plan to improve my skills continuously

| Skills                 | Current Situation                                                                                   | How to improve                                                                                                                                                                                                                                                                                                     | Time needs to improve |
|------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <b>Self-management</b> | I have good self-management skills, but I need to learn more about it to make this skill excellent. | To improve my self-management skills, I will take help from various theories and experts to know how to improve it. I will make a schedule and to-do list to be more effective in different tasks. I will improve my through increase my productivity. I will learn how to manage stress in a different situation. | Three months          |
| <b>Communication</b>   | I have moderate communication skills.                                                               | To improve this skill, I will study various theories from an expert. I will try to communicate with my friends and teachers in both formal and informal ways. I will do it regularly to improve                                                                                                                    | One year              |

|                             |                                                                          |                                                                                                                                                                                                                     |            |
|-----------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|                             |                                                                          | my skills.                                                                                                                                                                                                          |            |
| <b>Team-working</b>         | I have a little team working skill because I am not used to teamwork.    | To improve these skills, I will always work with my friends in a group to practice this skill. I will use reflective practice procedures to gain more knowledge about it.                                           | Six months |
| <b>Leadership</b>           | Moderate level                                                           | I will follow an effective leader to improve my skills. In a group task, I will act as a group leader to practice this skill.                                                                                       | One year   |
| <b>Interpersonal skills</b> | I can interact effectively with others, but no one at the highest level. | To gain high-level interpersonal skills, I will study various communication patterns to be more effective in an organizational environment. I will also practice how to become a good listener and control emotion. | One year   |

### **Key issues encountered during the role-play activities**

As an employer of a jewelry store, I play various roles in this organization. I face various issues when I play a role in this position.

I played various roles in my organization. I perform many different tasks at a given time. Managing and designing jewelry activities, one needs to be creative. I can easily manage all

workers and all activities. I can estimate the wholesale and retail value of jewelry effectively. I have effective leadership skill that helps me to manage a subordinate effectively. I can easily understand their need and want. If I can understand their lack of various skills, I can effectively manage the training program in this situation.

As an employer, I face some problems in a business environment that needs to develop. I need to develop self-management skills. Sometimes feel stress in various situations. I need to develop this area because of manage time, communicate effectively, and solve the problem in various situations. As an effective employer, I need to control all of my organization activities, so this skill is very much need to control all activities effectively.

### **Role Play Feedback- (see Appendix -Peer Evaluation Role Play Feedback Form )**

**Review 1-** I felt pressured when I had to make the presentation in front of my colleagues, but somehow I managed to manage the pressure and finish my role. Now I realized how I should handle the situation and that I should have paid more attention to the client's need.

**Review 2 and Review 3-** I appreciate the good intention of my colleagues to encourage me by giving me excellent comments, but I know that I am not completely honest. Communication, emotion management, body language, tone of voice are just a few of the things I need to improve.

**Review 4 and Review 5-** I thank the last two colleagues who gave me the opportunity through their comments to prove in the future that I have improved my presentation and communication skills, wishing to overcome my language barrier.

When I play a role in managing customer relationships, I need to perform the various tasks to manage customer relation store. First-time customer experience is very crucial for a jeweler. The first experience affects a customer to repurchase the product from the same producer. To manage this customer at first touch, I have to ensure a quality product that matches their needs. Data on customer choice also hem me to manage all information effectively to further develop the product according to their needs.

## **Conclusion**

Reflective practice helps me to improve my reaction to various aspects of this assignment. This is really an excellent theory that helps one to improve one's skill from their reflection and experience. This is a continuous process that helps one to reach the highest level of a particular skill. There is a great relationship between self-improvement and reflection practice theory. It also helps me to know my weakness in every stage of my decision making about a single issue. On the other hand, the CPD plan also help to track and documenting skills, knowledge and that one gains both formally and informally. It shows all the scenarios that you experience, learn, and then apply.

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APPENDIX – Peer Evaluation Role Play Feedback Form

LCBB 4002 Community Engagement

Lecturer Evaluation Role Play Feedback Form

Name of Presenter *Giorgiana* Date *12/12/19*

Activity: *Sales Assistant - TK Maxx*

|                                                             | 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

*Well done. Introduction was good,  
practically presented the products,  
showed customer service skills.  
Conclusion could have been better*

Signed: *MD Fabian*

Date: *14/12/19*

LCBB 4002 Community Engagement  
Peer Evaluation Role Play Feedback Form

Name of Presenter *GIORGIANA ANJONE* Date *12.12.2019.*

Activity: *SALES ASSISTANT IN TK MAXX*

|                                                             | 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

*Very good presentation!*

Signed: *Touela Nicoletta*  
*Ciupla*

Date: *12.12.2019*

LCBB 4002 Community Engagement  
Peer Evaluation Role Play Feedback Form

Name of Presenter *GIORGIANA ANDONE* Date *12-12-2019*

Activity: *SALES ASSISTANT IN TK MAXX*

|                                                             | 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

*The role was very well played, explained to the customer all the details she requested.*

Signed:  
*HALIP DENISA - IOANIA*

Date: *12.12.2019*

## LCBB 4002 Community Engagement

### Peer Evaluation Role Play Feedback Form

Name of Presenter

GIORGIANA ANDONE

Date

12.12.2019

Activity: SALES ASSISTANT - TK MAXX

|                                                             | 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

The role was good played. Very helpful  
and nice ~~see~~ sales assistant.

Signed: SIMIONA MOCANU

Date: 12.12.2019

## LCBB 4002 Community Engagement

### Peer Evaluation Role Play Feedback Form

Name of Presenter

GIORGIANA ANJONE

Date

12-12-2019

Activity:

SALES ASSISTANT IN THE MAXX

|                                                             | 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

|  |
|--|
|  |
|--|

Signed: ROBERT MERCHISEW



Date: 12.12.2019

