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Abstract

The purpose of this study is to highlight aspects of reflection in the process of collecting information about the current organisation that I work for and by respecting the basic structure of a research report I get satisfaction with my work.

By using Gibbs (1988) six stages model approach I reflect on the process, getting knowledge of different styles of learning, I understand that reflection is an essential skill to use in the future.

Keywords: research, feelings, reflection, learning, outcome

Introduction

The purpose of this essay is to reflect and learn from experience. It closely examines and analyse the process of collecting information about the Grosvenor Casinos organisation, the difficult experience, the learning process, and the practice of the theory, despite the negative factors that I confronted in order to get satisfaction with my work.

I am a first-year student at University of Wales Trinity Saint David, and for the Moodle Community Engagement assessment one, the teacher suggest to me and my colleagues to choose the organisation where we work for. For a better understanding and in-depth information about the organisation and how they do business. I choose to do my research project about Grosvenor Casinos, the organisation where I currently work for, I learn how the casino works in different departments, because this was unclear for me at that time and also I was not interested to know this information.

The nature and purpose of a reflective practice

A reflective report allows the author to explain his personal opinion and thoughts, feelings about a topic, or personal experience.

By using the first-person statement, you are helping the reader to understand that the information they are reading is the author opinion or perspective (Mark, 2019).

The basic structure includes an introduction with the thesis statement, the main body paragraphs, and conclusion. The main body includes at least three paragraphs to reflect and support the thesis statement, including your experience and responding to why you feel the way you do to let the reader understand your perspective by expressing your true feelings. Reflective reports are covering topics, such as deeply personal experience, story or opinions, about you and your opinion. In the body paragraphs you must truly and fully inform the reader about your experience and emotions, what event make you feel the way you feel, why, and what questions. Convince the reader from different points of view the true reasons behind your opinion, openly and honestly by using a descriptive and honest approach. In conclusion, give the reader a final chance to understand your perspective on the story, by summarizing your opinions and believes (Mark, 2019).

Gibbs introduces his reflective cycle model in 1988, which is critical thinking in order to reflect and develop from experience. Therefore, in order to learn from experience, we should reflect on it and understand and learn from mistakes, to approach better a similar future experience.

Gibbs (1988) model of reflection contains six stages (Appendix A). In the first stage of Gibbs (1988) cycle is an approach for a description of the events. In stage two you describe your true feelings about the experience. In stage three is about evaluation, then analysis in stage four. Stage five is about the conclusion of the event, exploring the issue from different perspectives. Based on the conclusion, we come with stage six which is an action plan for the same event but using a different approach, the key is to learn from mistakes.

As a part of my assignment for Community Engagement, I have established with my teacher the topic, I have chosen to prepare a research report about the organisation that I work for, Grosvenor Casinos organisation. My plan was to stay motivated and focused on my study, step by step getting prepared for my assignment in time and going at work like usual plus other routines that I have. Preparing mentally to start my research in time and to collect any necessary information to start my research project, to achieve deeper levels of understanding and learning styles, and to avoid the stress, working under pressure. Shortly the city was in lockdown because of the Coronavirus disease and this makes me change from my initial plan. Despite the difficulties, I completed my task and I learned a lot in this term one of the academic years, I get more knowledge of the company and I am satisfied.

A research report is a writing paper that must include the main aim and objectives of an investigation, the importance, and the methods used to conduct your report. Following a rigorous structure, academic words and the most important a reference list (McCombes, 2020).

At the beginning of my research, when I was started to collect as much information that I could I felt confident. I found it challenging to write about the casino, because is not my dream job, I do not really like what I am doing, and is not what I want for my future. Because I really desire to work on my real passion, therefore I choose the University, to grow and develop as human been, and to get knowledge, because knowledge is power in the business world. At the beginning everything was looking easy, I thought that I am lucky, I was in a positive vibe because I have access to information, and I have some knowledge about the company, I did many trainings and development in the company, also I had some managers that could give me some tips in order to succeed on my research purpose. This was only in my head; I never prepare a plan B, and this is stressful. Then I started to be negative, everything happened so fast, coronavirus pandemic, the lockdown, I felt so scared. I feel distracted and I was needed some days to keep back on track. I had felt ups and downs emotions such as angry on myself, frustrated, with lack of motivation, lack of concentration. Providing information about the casino, and building the entire research report was hard, since English is not my native language, in order to understand better and to express in academic words I used dictionaries, I felt that the process is slow and I worked under pressure.

Blocked and with zero chances to concentrate on my work, but with the support of my family and friends I had find the balance, to feel stimulated to complete the task.

Now I am managing my time mindfulness, dividing between resting, positive thoughts, studding a lot and my hobbies. Trying to sleep enough, because is important to manage stress and find solutions and be more productive daily.

The bright side and the positive one that result for me from this situation with coronavirus is that I have more time to spend learning and preparing my assignment in time, I believe that in the future I will manage my time better and I will learn from this experience because I am very interested in developing self-awareness in the workplace.

On the one hand, the experience was difficult. Finding the right information about the casino and building the entire report was not easy to me, since everything was new form me even the academic words. On the other hand, I believe that this experience gave me more confidence in myself and my abilities, I learn that is not enough to experience in order to learn without to reflect on the situation. I learn that is no point to be frustrated or angry about the thinks that I can not control in life and I learned to stay focused in order to achieve what I want in life.

The outcome of my research report satisfied me. The environment was not right for me, leaving in a sharing house everything took my attention, moreover, noisiness makes me lose concentration. I spent many nights awake in the silence, doing research on my topic, collecting information, understanding how to build an introduction, main body, and conclusion for my research report, respecting the basic structure.

I have learned a lot from this experience, not only more knowledge regards the company that I work for, skills to conduct a research report, also how to review the evidence-based literature in a particular topic and managing my time. I had the valorous opportunity to develop different learning styles.

For the future, I will change the environment because I realized is a key factor in order to be productive, and the behaviour is changed by learning, theory, and action.

Conclusion

The purpose of this report is to highlight and understand different aspects of learning styles and preferences using the Gibbs (1988) model of reflection. In order to obtain information and to succeed in my research report about the casino, by reflecting on this experience and learning from mistakes I understand that I must be open to new ways of learning.

The learning process and the importance of reflective processes improve my performance for the future workplace.

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Gibbs' Reflective Cycle

