

My Reflection about Onefinestay

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Community Engagement

Assessment 2

Executive Summary

The paper aimed at reflecting on the development of effective self-management, communication and interpersonal or transferable skills in reference to the selected organisation, Onefinestay. The report concludes that the author has a high potential of performing the role of a team leader as evident by a number of transferable and interpersonal skills manifested. Example of those skills included integrity, teamwork, emotional intelligence, honesty as well as effective communication skills. It is also the conclusion of the report that there some other key transferable and interpersonal skills that the author needs to develop to perform the role of a team leader more effectively in future. These include self-confidence, flexibility as well as intelligence and can be acquired through some more training, research and presentations, particularly on leadership and management.

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Introduction

As the words suggest, a personal reflection which is also known as self-reflection refers to a form of reflective writing or rather account written by an individual to explore personal feelings as well as experiences or even events (Ludvik and Dewey, 2017). In business management and in any other field of practice, a personal reflection is important because it provides one with an opportunity of reconsidering feelings, events, thoughts from a fresh point of view, thus learning from the experience (Jackson and Wilton, 2016). In his model for reflection, Gibbs argues that personal reflection is so important in the sense that it helps many people learn best from experience (Li, Chen, Liu, and Deng, 2020). Minus an opportunity to reflect on the experience, many people end up not learning, thus failing to consciously think about how to better their practices in future. In general, personal reflection helps individuals to develop or improve their transferable as well as interpersonal skills all which are very important for effective self-management and working with other people. With this prior knowledge, therefore, the paper aims to reflect on the development of effective self-management, communication as well as interpersonal or transferable skills in reference to Onefinestay.

Reflection

In order to clearly demonstrate an understanding of nature as well as the purpose of reflective practice, the author adopts the Gibbs model for reflection which is also known as the Gibbs' Reflective Cycle. The detailed reflection on personal experience will also be covered with reference to the earlier discussed organisation which is Onefinestay. The Gibbs' Reflective Cycle is reported to be a useful model of reflection that helps individuals to not just make sense of their current or past situations at the place of work but also understand what they did well as well as what could be done better in the future (Cherkis and Rosciano, 2018). The fact that it is such a

useful model for reflection, therefore, is the reason for its adoption in this case. The Gibbs' Reflective Cycle is named after Professor Graham Gibbs who developed and published it back in the year 1988. According to Li et al. (2020), since its development, the model has been so useful in helping persons learn from the situations that they encounter regularly. It includes six stages of reflection that include description, feelings, evaluation, analysis and conclusion as well as the action plan.

Description

The description stage entails explaining or rather describing the situation that is being reflected about (Emery and Chang, 2017). It is, however, important for one to be keen enough not to give irrelevant information. Ideally, this section answers questions of why, where, when, who and what was done or happened and the results of the situation (Li et al., 2020). Looking at the case at hand, the reflection is about personal experience as a team leader in the Onefinestay. It happened that, during my placement, I had an opportunity to work as a team leader in the Onefinestay Company which is an international company operating under the industry of hospitality. The company was first established in London back in the year 2009 to offer services of renting houses to many people that visited the city and facilitating the provision of hospitality as well as other house chore services in the rented house (Avery and Keinan, 2020). Since it's established, the company has rapidly grown to a large international organisation that does not just deal with the services of renting basic houses but also renting of villas and offering other hospitality services in various parts of the world including Europe, Thailand and Mexico, among others (Onefinestay, 2018). To effectively deliver satisfying services to its customers in different areas of its operation, the Onefinestay had to hire more employees and form clusters of managers or rather team leaders to manage the resources and delivery of services in different regions.

Luckily, I happened to be one of the team leaders in the field of hospitality hence the reflection on personal experience as a team leader in the Onefinestay.

Feelings

This stage of reflection entails discussing feelings as well as thoughts about what was experienced. In particular, it entails answering questions of what one felt or thought before, during and after the situation (Li et al., 2020). It also responds to the questions of what other people felt about the situation during and after the situation. Immediately I was given the opportunity to work as a team leader in the field of hospitality within the company, I felt and thought that I was equal to the task because I had learned key skills that a team leader would require including teamwork, emotional intelligence, integrity and honesty as well as effective communication skills. With time, however, I felt that the position was tough and required someone with more than those basic attributes. With these mixed reactions, I felt that had a lot to learn from the Onefinestay as far as attributes and skills of being a competent team leader in the field of hospitality are concerned. Regarding the feelings and thoughts of other members of the staff, I felt that they should understand we all need to learn from each other and enhance our skills and experience in such a way that we are able to work collaboratively as a team and deliver the most satisfying services to the customers, thus keeping the performance of the company at the notch in terms of total sales and overall profitability.

Evaluation

This stage of reflection entails discussing the extent to which one thinks things went on well. It answers questions of one reacted to the incidence, how others reacted, what might have been good or bad about the experience and whether there was a solution to the situation by the end of the day (Emery and Chang, 2017). To a larger extent, I am convinced that things went

well as far as executing my mandate of a team leader in Onefinestay is concerned. This is the case because I was able to effectively apply transferable and interpersonal skills learnt in class to manage staff members that were under my area of jurisdiction and make sure that they deliver the best services to the customers. Using teamwork skills, for instance, I mobilised, encouraged and led employees within the area of my jurisdiction in working collaboratively as one team with a common goal of helping the company achieve its purpose. Using communication, integrity, emotional intelligence and honesty skills, I successfully communicated what needed to be communicated to my juniors and seniors in an honest manner and guided by strong moral principles. This way, both my seniors and juniors were always happy and okay with me as a team leader.

All the same, I feel that some things never went well and they might have triggered mixed reactions to others. Being new in the field of hospitality, for instance, I never had a Customer-centric mindset and happened to defend some employees at the expense of annoying or disregarding customers. This scared away some customers against the wish of the employer. Besides, there is the issue of having little knowledge of competition in the market. Generally, all this can be termed as a lack of intelligence which is a key skill of every good leader (Grewal, 2019). This weakness was not taken positively, especially by staff members under my immediate supervision because they felt that I was not doing enough as their leader to help them strategise accordingly and deliver the best for the company. There is also the issue of lack of flexibility which was evident through lack of dynamic approaches. Through series of training that was facilitated by the employer and personal effort to consult and research, however, I was able to enhance flexibility as well as intelligence skills to level that I was highly knowledgeable, especially about market competition and I could successfully apply dynamic approaches to help

the team to successfully strategise accordingly. During my early days in the company, I could find myself with no confidence to address some older members of my team. This was a weakness that might have affected service delivery among some members since I could hardly correct or guide them appropriately.

Analysis

In a way, the analysis stage of reflection is related to evaluation because it entails considering what facilitated, helped or hindered the event. It answers the question of what sense one is able to make out of the incidence (Li et al., 2020). It is undeniably true that my role as a team leader in the field of hospitality in the Onefinestay was to a larger extent. Such a notable success was facilitated by a number of transferable as well as interpersonal skills that I had learned from the class. Among the examples of transferable skills that helped me to successfully execute my mandate as a team leader is an effective communication which enabled me to effectively listen, understand and deliver the intended message to both my juniors and seniors to whom I served as a mediator. Through my teamwork skills, I succeeded in making employees under my supervision to work collaboratively as a team that aims at helping the company achieved a common objective. I cannot forget my attributes of being a leader with a high level of integrity. Such a high level of integrity earned me respect and trust, particularly from members that led. A good leader ought to be trustworthy in order to be respected and followed religiously by those that he or she serves (Dewan and Squintani, 2018).

Despite the many aspects that facilitated the execution of my duty as a team leader, however, there are some factors that hindered my effectiveness. One of those factors is the issue of not having a Customer-centric mindset which was an important skill in the industry of hospitality under which Onefinestay operates. Also, there is the issue of lacking flexibility as

evident by the inability to take dynamic approaches to help company employees that I led to strategise accordingly for betterment of the organisation. Furthermore, there is the issue of lack of confidence that was most evident during my early days of placement.

Conclusion

The conclusion stage of reflection entails thinking about what happened and acknowledging whether there is anything one could have done (Emery and Chang, 2017). In other terms, it involves considering whether there was an alternative way of responding to the situation to yield more positive outcomes or rather improve things further. Despite the fact that I was able to effectively use various key skills in performing my role as a team leader and helping Onefinestay to enjoy an improved performance from its employees, there a lot that I could have done to achieve more positive outcomes and benefit individuals and the company more. As a good team leader, for instance, I should have been intelligent enough to know that a Customer-centric mindset was important in the field of hospitality. As a team leader with all due management mandate, I should also have been confident enough to address any area that needed improvement from every employee despite their age. By so doing, I could have prevented any kind of negligence from any employee. Furthermore, I ought to have been flexible enough to allow and facilitate the application of dynamic approaches.

Action Plan

This is the final stage of reflection and as the words suggest it entails identifying possible actions that can be taken to deal with a similar situation in a more effective manner (Li et al., 2020). Considering the case at hand, it is undeniably true that there are some possible actions that need to be taken to enhance interpersonal as well as transferable skills for the excellent performance of the role of a team leader in the field of hospitality future. These actions include

attending some more training, seminars or workshop about leadership and management skills or qualities as well as other important attributes of a leader. To research widely and make more presentations on leadership and management and at the same time interact more with people of different ages to improve my knowledge as well as self-confidence.

Conclusion

The paper aimed at reflecting on the development of effective self-management, communication as well as interpersonal or transferable skills in reference to Onefinestay. The report concludes that the author has a high potential of performing the role of a team leader as evident by a number of transferable and interpersonal skills manifested. Example of those skills included integrity, teamwork, emotional intelligence, honesty as well as effective communication skills. It is also the conclusion of the report that there some other skills that the author needs to develop to perform the role of a team leader more effectively in future. These include self-confidence, flexibility and intelligence.

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