

Name: BINISAN PETRU ADRIAN

Student number: 1808250

Course title: Community engagement

Code of the course: LCBB4002

Lecturer name: YAJESH KUMAR

TABLE OF CONTENTS

INTRODUCTION	1
PART B	1
Nature and purpose of reflective practice	1
Reflection on personal experience	2
Reflection on relationship between relevant theory and the experience.....	3
Key issues encountered during the role play activities including at least one success and one area for development	4
CONCLUSION.....	6
REFERENCES.....	7

INTRODUCTION

Community engagement is the process of working in the group to address the issues that impact on the well being of those groups. It is the relationship process between the community and the organisation which includes interaction, communication, involvement etc. This file will consider reflective cycle model of Gibbs, key issues which faced by own in the role play activity, etc.

PART B

Nature and purpose of reflective practice

Reflective model refers to think systematically about the experience a person had faced in the role play activity. It is the evaluation of practices being done and it describes the work of that place. It is the evaluation of experience through which an individual can examine the whole experience and situation. Reflective upon own work helps to develop the skills and knowledge through which an individual can do something for own (Panwar and et.al., 2016). This model was

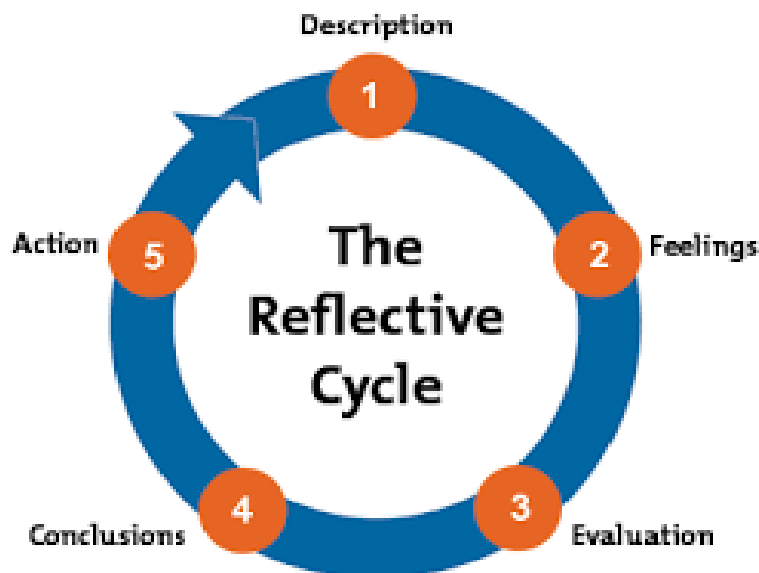


Illustration 1: Gibbs reflective cycle

(Source: *Gibbs reflection model*, 2017)

introduced by Gibbs which through which a person can easily determine the situation and learn from that experience. There are few steps in the reflection model and they are as follows:

Description- This is the introduction stage in which an individual has to describe about the

things which happened at the workplace and it is not the stage of judgement. Here, an individual needs to try to draw conclusion.

Feelings- It is the second stage of Gibbs reflection model in which an individual has to think about the situation and feelings which are felt by him/her at the workplace or in the organisation. Awareness is the most important goal of this phase.

Evaluation- It is the third step of Gibbs reflective cycle model. It is the evaluation of both good or bad experience of the event. It is the better place to consider different theories and practical knowledge which through an evaluation can be easy (Niedzwiecki, Zdziarski and Szanecki, 2018).

Analysis- It is the analytical stage of Gibbs reflection model. It is the stage where an individual can compare his experience with the literature. Here, he/she has to think about that what might have hindered or helped the situation.

Conclusion- Conclusion is an important part of this model. This is the stage where I have to go back in that particular situation and think that what else I could have done in this situation. It is important because in the conclusion I have to add the things about all the experience. It is the summary about all the experience which gain by me at the workplace.

Action plan- It is the last stage of Gibbs reflective cycle model and in it an individual deal with the plan regarding conclusion. If everything went fine, I can promise myself to act the same way next time. In areas where things didn't go so well, an individual can promise not to make the same mistakes again.

Reflection on personal experience

I am on the position of financial planner in the financial agency from last 2 years. There, my work is too good. I helped the clients to manage the long term and short term financial goal. I provide financial advise to include tax, investment, insurance advice. Many things I learned after going there such as team management, customer satisfaction and more other things. I worked for the financial agency with good salary and I am satisfied with the salary(Baldus, Voorhees and Calantone, 2015). I learned from the organisation about inflation, bull market, risk tolerance, bear market, interest, asset allocation and diversification, etc.

These are the core things which are done in the financial agency. The financial agency works to help the clients in critical situations. A financial advisor helps the client to plan their short and long term goals such as buying a home, investment, tax and insurance advice with many other programs which are complicated for the clients. I gave advice to the people according to their

demand to understand their cost. I also had to face many problems and it is also a part of job because without facing problem, no one can learn anything new. I faced problems to fulfil the expectations of clients because some of them behave rudely with me because of cost. The customers want many things in little cost so sometimes, it was not possible for me to fulfil their expectations.

Other problem is that, it was not possible to stay in touch with the clients every time when everything is going well. I used the social media application to stay in touch with the clients and applications like Whatsapp, LinkedIn etc. Some clients were happy with my service because i put all their expectations. I have to face problems when the staff was low in the organisation because due to low staff I had to manage more work and this thing disturbed my work. I think that I worked best for the organisation and I made many clients with my skills. Through this experience I am able to make good relation with clients because I know how to handle the clients with their expectations. I have developed my communication because in this job the communication is main thing and without this skill it is critical to make more clients and handle them(Weerts and Sandmann, 2010).

The main skills which is needed for job of financial planner is communication and interpersonal skill, ability to handle stress, energy and persistence, passion and problem solving skill. Now, I am capable to handle the client in every situation because I have developed these all skill in me through my job. These skills also help me to develop myself and these will also help me in the future for achieve the goals and target.

Reflection on relationship between relevant theory and the experience

Above I applied Gibbs model of reflection and my personal experience of financial agency. Here, I will talk about the relationship between my personal experience regarding to the reflection theory of Gibbs (Milliken and et.al., 2015).

Description- Description considers the thing which happen with me in the financial agency. It is all about what I learned from the organisation and meetings with the clients. Organisation appointed the personal assistant for my work and I was helped through him because it was not possible for me to meet with the more clients on daily basis so actually I want the personal assistance for my work and the organisation helped me. The task which I gave to the assistance is similar to the work. I gave him the task in which he had to gone to the customers and communicate with them about their plan and this was not an easy task for him but the assistant did

the work in well manner. It is all about the description of my job that what we both deal with the job together.

Feelings- It is all about feeling at the workplace. I felt good at the workplace and outside the workplace. My work was depended on the communication which through I attract the clients. Sometimes, I felt very bad when the clients were not happy with me just because of misunderstandings. The assistant also did well work but sometimes it happened that the clients could not get his idea and they neglect him. My boss think that I was not given him the ideas and suggestion toward the work (Marson, 2017).

Evaluation- Evaluation is the major element in this process. Through evaluation i can find the major things both positive and negative which faced by me in the organisation. I evaluating myself and after it is found that what the mistakes done by me and my assistant. I found that the training session of the assistant were not well and the assistant did mistake in the things which I could not train him properly.

Analysis- From the analysis the thing which understand by me is, I was not performing well with the assistant and if I gave him time to time training then no issue created with the clients.

Conclusion- In the job I had many positive and negative experience. If in the future if the same thing will happen to me then I will take care of many things which I have learned from the job. I will put all my experience to do the job in well manner. I will develop my behavioural skill and communication skill in the future because it is important in my work (Milliken and et.al., 2015).

Action plan- Action are based on the conclusion which I derived from the experience. I promise to myself that the positive things which have done by me in the past, will also done in the future in well manner and with more effectiveness. I will put the most effective approach to do my work with satisfaction of clients. Key issues encountered during the role play activities including at least one success and one area for development

In everything issues take place at first. In my job role of financial advisor I faced many issues. Here some examples of issues which faced by me-

Managing client's expectations- It is the biggest issue which faced by me in my job. I do not know what are in the mind of customers when they approach to me. It was not easy for me to stay with clients expectations because every client want something different and due to issue regarding time management I did not approach to the clients.

For example Many clients came to me with unrealistic expectations regarding investment returns and interest. It is not easy but I can solve this problem to share the long terms ideas with the client and suggest them according to their wants. Through it the customers know that the adviser is keeping them on track.

Emotional engagement- Decisions of many clients are based upon emotions. In my case, I think about anything in logical way. So, it is also become the barrier between me and my clients. For example sometimes, I was not able to handle the clients because they did not think about investment in logical way and through this I had lost my clients just because of lack of understandings. I can solve this barrier to do the same with clients. I need to relate the clients on an emotional level in order to maintain the relationship (Costlow, 2017).

Low interest rates- Interest rates being an issue because every person cannot afford the interest and the people who have fixed income they cannot pay the interest. So, it is the element which effects on the organisation too much. Communication can help me to get over clients from this situation. I can minimize the impact of this by focusing on a total-return approach to investing rather than looking at yield. For example sometimes. clients appreciated me regarding my plan but they did not take action just because of interest rate.

Managing information- It is not an easy task to manage the information because the client hardly affected by any new information regarding market share or any new policy. Some clients get afraid of this thing and some have believes to the advisor so it is critical for me to solve the problem. I can solve this problem to focuses on the client reaction instead of reacting the latest news. This can help to prevent misunderstandings and prevent clients from making mistakes based upon misinformation(Ingram and Wright, 2017).

One success and one area for development

Communication as the area of development- It is the most important element because without communication there is nothing in this job. I found that the communication become a barrier in my job. Some people easily understood my ideas and thoughts but some people did not understand my ideas. It is the area development. With development in communication I will do anything because it is the thing which cannot approach by everyone. Communication helps in developing the ability and skills. Through communication I will make good relationships with clients. Through effective commination I will share any information to the clients and main head or peers. It is the area of development through which I can approach to the goal easily because communication is

the demand of any stream and its need are in damned (Costlow, 2017).

Time management as the area of success- Time management is the issue which I faced in my job. I had many clients and it was not possible to manage the time for all clients. Time management is the big issue in any business because the productivity and success depends on it. It is the area of success because through time management anyone can achieve the goal easily. If I will manage the time for all clients then it will give benefit to me in term of productivity. In my job of financial advisor, I have to manage time for all customers and if I do not manage time for the clients then the counting of clients will decrease(Agrawal, 2017). I will work on it and achieve the target and it is the area of cess.

CONCLUSION

From the above study it has been summarised that Gibbs model of reflection used for examine the experience of role play activity which plays by an individual. The financial advisor faced many problems to communicate with clients because it was not easy for them to stay in touch with clients every time.

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