

Component 2-Reflection
LCBB6003
LEADERSHIP AND MANAGEMENT THEORY AND
PRACTICE
Lecturer:Samson Oladejo
Student:Cornelia Dinca 1816271

Table of Contents

Task 2: Reflection	3
Introduction	3
Gibbs' Reflective Cycle	3
Conclusion.....	4
References.....	5

Task 2: Reflection

Introduction

Emotional and cultural intelligence are very important in business and in social relationships. Emotional intelligence (EI) enables me to manage my emotions and get to know other individuals. Cultural intelligence enables me to deal with diverse people. Gibbs' Reflective Cycle helps to reflect through six steps including description, feelings, evaluation, analysis, conclusion and action plan to keep on learning (Praveena *et al.*, 2025). This model will help me to identify my existing knowledge and how I will apply these ideas more effectively in the future.

Gibbs' Reflective Cycle

1. Description

During a group project at university, I worked with students belonging to various cultural backgrounds including India, China, and the UK. I was interested in the impact of intellectual and cultural intelligence on a team. Initially, I was focusing on getting things done quickly, but I realised that there were barriers to communication and misunderstanding. One of the members seemed to be a highly silent participant in discussions, and presupposed that she was not interested. Later, I came to understand that they value listening more than interrupting which is the norm in their culture. This experience taught me the fact that there is a difference between cultures that influence teamwork.

2. Feelings

Initially, I was sure that I could cope with team work. I became impatient when conflicts were perceived. For example, in a situation where a Chinese team member hesitated to disagree with me, I perceived that he agreed with me. Later on, I realised that there are cultures that perceive a disagreement in the open to be disrespectful. I also realised that I used to pay much attention to my emotions and never thought about others' perspectives. I started to value the diversity in communication styles, and felt encouraged to learn to be more adaptive.

3. Evaluation

This experience has taught me that emotional intelligence is crucial in terms of how to control reactions and empathise with people. I also learned that conflict is minimised through self-awareness and empathy. For example, instead of reacting to silence as disinterest, I began open-ended questioning to solicit responses. This enhanced unity and confidence in the group. Hofstede's cultural dimensions explain how national cultures influence behavior (Alqarni,

2022). It helped me learn how the values, communication and decision making vary among cultures, enhancing cross cultural understanding and collaboration.

4. Analysis

Emotional intelligence entails self-awareness, self-control, inspiration, compassion and social skills (Antonopoulou, 2024). Cultural intelligence refers to the capacity to operate in various cultures (Sternberg *et al.*, 2022). Both concepts are also interconnected since empathy and open-mindedness are central to both. I did not exercise self-awareness and empathy on some occasions during the project. I have reacted to situations according to my cultural expectations rather than observing and understanding others' perspectives.

5. Conclusion

This reflection made me understand that emotional and cultural intelligence are the skills which should be practiced. I should be more attentive to my emotions and more respectful of cultural norms. I also learned that communication does not only refer to the use of words but also to emotional sensitivity and cultural respect. Understanding emotions and cultures will result in enhanced relationships and improved cooperation.

6. Action Plan

I plan to improve my emotional and cultural intelligence by paying more attention to other people and asking clarifying questions rather than assuming. I would ask my peers to provide feedback on my activities after group activities to know how my behavior influences them. I will also engage with other groups of people of different backgrounds, attend intercultural workshops and research the trends of international communication to develop cultural intelligence. The actions will help me to establish stronger ties and excel in various work settings.

Conclusion

Overall, I understood that teamwork requires emotional and cultural intelligence. With a better understanding of self, empathy and an understanding of cultural differences, I am going to be more effective in my communication, minimise misunderstandings and create a stronger, more inclusive relationship both in the academic and professional settings.

References

- Alqarni, A.M., (2022). Hofstede's cultural dimensions in relation to learning behaviours and learning styles: A critical analysis of studies under different cultural and language learning environments. *Journal of Language and Linguistic Studies*, 18.
- Antonopoulou, H., (2024). The value of emotional intelligence: Self-awareness, self-regulation, motivation, and empathy as key components. *Technium Education and Humanities*, 8, pp.78-92.
- Praveena, K.S., Juslin, F., Patil, C.M. and Bhargavi, K., (2025). Using Gibb's Reflective Model Approach for Enhancing Project-Based Learning Among Students Through Reflective Assessment. *Journal of Engineering Education Transformations*, pp.148-155.
- Sternberg, R.J., Siriner, I., Oh, J. and Wong, C.H., (2022). Cultural intelligence: What is it and how can it effectively be measured?. *Journal of Intelligence*, 10(3), p.54.