

Community Engagement

University of Wales Trinity Saint Davies

Reflective Evaluation

Role Play: Customer Service Supervisor

Prepared for:
TANJA NATHAN

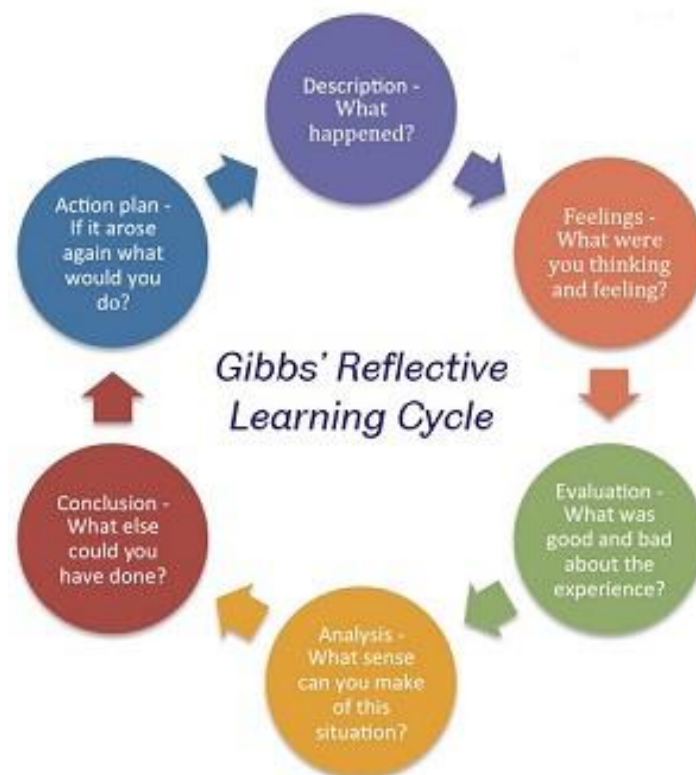
Prepared from:
LYUDMILA NIKOLOVA
1908690

Introduction

The purpose of this record is to evaluate the process of given business role play and focusing on my study in the university .The analysis will be made in the frame of Gibbs Reflective Cycle and on the basis of the feedback received by fellow students. The Reflective cycle has 6 stages: Description , Feelings , Evaluation, Analysis , Conclusion and Action Plan . The model is very helpful and can be used to explore a certain situation as we are learning from our experience.

“Professor Graham Gibbs published his Reflective Cycle in his 1988 book "[Learning by Doing.](#)" “

(By Mind Tools Content Team,2019)



Description

I am currently a student in University of Wales Trinity Saint Davies in the London Campuses. The module that I am studying is BA Business Management first year at the end of the first semester. This is a completely new experience for me and I find it quite interesting, but at the same time can be very challenging and stressful. As I am a full-time student which is 2 days a week (7 hours/day) and I work 25 weekly sometimes around the dates for assignments I have difficulties with the time management. Although most of the lectures are very helpful and they always try to advise us how to deal with stressful situations and how to manage our time better. It is the end of the semester and now its time to prepare for assignments. Part of the assignment in Community Engagement was to create a role play and then to present it in front of the class.

Feelings

I will explain my feelings from the very beginning. Normally I am not shy and I am a very confident person. On the day of the exam and the interview, I was really happy and excited. Walking through the doors of the campus I felt proud of my self for taking a step forward in my life. After finishing high school I had to start working straight away so I was never thinking that I will be in university ever.

Luckily everything went very well and I passed the exam and the interview.

My biggest weakness was always with time managing. I felt like the time is flying and week by week is passing and so quick the dates for the assignments came.

We had 5 min in total to present our role play and for me that was plenty of time ,because normally I speak quiet fast.

As I mention above I always feel very confident and I thought that there will be not a problem for me to speak in front of the class.

When I came out and I saw everyone staring at me I felt stress in my body . Trying to stay calm and relaxed I start the presentation of my role play . The thoughts in my head were clear and I present it understandable even the fact that English is not my first language and obviously this is another challenge for me. When I finished I felt relaxed and I thought that I can sit down. Suddenly the teacher said to me that I have 3 more minutes to speak. I felt the stress again, every single thought in my head was shocked and I was just wondering what I will say now if I finished the whole story already. My hands started to sweat. From my body language people could see that I am a bit nervous. But I try encourage myself and I react quickly in this stressful situation. Anyway I tried to stay calm and relaxed and I just continued speaking. After I finish my colleague who was giving me feed back smiled at me and that was good sine for me. The whole situation was really exiting and it was very good experience for me.

Evaluation

All the process of learning until now it goes well , except one subject that I am really struggling with – Accounting fundamentals . I used to study accounting in Bulgaria but it seems to be really different here. The main factors that are making the learning difficult are language barrier and the system of learning. Another problem that I have before my assessments or exam caused by stress is sleeping difficulties. Accourding to a article that I read one of the effects that stress have on our body is lack of quality sleep . There can be two options: struggling to sleep or need of much more sleep than usual. (Baylor College of Medicine, May 2019) In my case is “struggling to sleep”.

I am not 100% satisfied of the role play that I presented. The main reason is that I think we can always do more and better and there is always space for improvement. Although I think I presented it well in details and at the end I even gave plan for action for the future that can avoid situations like this. My attitude standing in front of the class was professional and I tried to keep my body language in

appropriate way. I don't think anyone could feel my stress . I manage not to show it out . The biggest issue it was the time. As I mention above I complete my role play in two minutes when we had 5 min in total . Even if I manage the situation quiet well this will still affect my evaluation. The feedback that I had from my colleague it was excellent , although she mention my time management as my weakness which I completely agree with.

When the teacher gave me her feedback I was happy but again she mention the same think like my colleague.

Analysis and Action plan

Until now I always manage to prepare for my assignments on time, which is good. But the stress that I am going through few days before that is unbelievable and this is completely my fault. I always start preparing few days before the deadline and even if I sit down to study before that nothing is coming in my head and it seems like I have no motivation.

What I think is that I have problem with time management. We all have 24 hours and some people are doing great job for this time , but some people are just wasting it . To solve this problem I read many information about time managing and what I realised is: I have time, I just don't manage my time in appropriate way. Here is 10 tips that I found on Internet for successful studying.

" 10 HABITS OF SUCCESSFUL STUDENTS

1. **Get Organized.** Making a plan for what you're going to do and when you're going to do it will make sure you're always ahead of the curve - literally.
2. **Don't multitask.** Studies have shown that multitasking is physically impossible.

3. **Divide it up.** Dividing your work into manageable chunks and rewarding yourself when you finish each chunk will make studying (more) fun.
4. **Sleep.** Getting a good night's rest will sharpen your focus and improve your working memory.
5. **Set a schedule.** Find a schedule that works for you, and stick to it.
6. **Take notes.** It's much easier to reread your notes than to reread your entire textbook!
7. **Study.** Review your material several days ahead of time, in small chunks, and in different. In other words, don't cram.
8. **Manage your study space.** Find a place that will maximize your productivity.
9. **Find a study group.** Sitting down with a group of people who are learning the same things as you is a great way to go over confusing class material or prepare for a big test.
10. **Ask questions.** Asking for help - from a teacher, a tutor or your friends - is a surefire way to make sure you truly understand the material. “

(Opportunity International, 2020)

I will do my best to stick to this 10 tips and that will help me a lot with studying . Another tips that I found for time management were very helpful and I already start applying them in my life.

“

1. Time Management Is a Myth
2. Find Where You Waste Time
3. Create Time Management Goals
4. Implement a Plan

5. Use Time Management Tools
6. Prioritize Ruthlessly
7. Delegate And/Or Outsource
8. Establish Routines
9. Set Time Limits for Tasks
10. Organize Your Systems
11. Don't Waste Time Waiting “

(Susan Ward August 20, 2019)

The time I have belongs to me and it depend on me how I will use it .

In addition I was surprised from myself by managing difficult situation. I gained experience speaking in front of people and I feel even more confident now. The feedbacks that I received are satisfying from both sides: my colleague and my teacher.

For the future I will make sure I will prepare better and practice more before that. Better preparation would make my presentation perfect and maybe I wouldn't make the mistake with the time. Also it could remove the stress that I was feeling inside me. Using the tips that I show above I should have better progress in the second term of my education.

Conclusion

Writing this Reflective Evaluation make me realise many thinks. I learn my lesson from the mistakes that I've done with my learning in the past and I find solution with my difficulties in my life as a student. Definitely I need to improve my discipline for the future.

Probably I need to start some kind of sport which will improve my discipline and also will help my brain to work better.

Appendix

Here I will show the feedback from my colleague and the feedback that I gave to her for her role play. We both gave each other realistic feedback.

Feedback from me to Stefaniya:

Stefaniya present her introduction very clear and she explain it all with details . The presentation of the story was very clear as well and well explained, but she add too many details and unfortunately she didn't have time for conclusion. Otherwise the scenario was excellent. Her body language was very professional . She need to be more relaxed and use eye contact more.

LCBB 4002 COMMUNITY ENGAGEMENT

Peer Evaluation Role-Play Feedback From

Name of Presenter: **Lydmila Nikolova**
02/12/2019

Date:

Activity: **Role-Play, Customer Service Supervisor**

	Poor	Ok	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity)				✓

Any other comments

The Introduction was excellent. Lydmila gave a brief preview of her presentation and the role-play scenario.

The story of the scenario was clear, very easy to follow and all the details have given exhaustively. During the presentation, her body language has expressed her confidence. She was very calm, kept eye contact with the audience all the time.

The conclusion was excellent as well. She also recommended how to be avoided in future the issue in the presented scenario.

There was just one mistake – she has finished her presentation a little bit earlier than the time that was given to each of us. Nevertheless, she has tried to manage the time that remained.

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Peer Evaluation Role-Play Feedback Form

Name of Presenter: **Stefaniya Milanova**

Date: **02/12/2019**

Activity: **HR Manager in Nescafe UK**

	Poor	Ok	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity)				

Any other comments

Stefaniya present her introduction very clear and she explain it all with details . The presentation of the story was very clear as well and well explained, but she add too many details and unfortunately she didn't have time for conclusion. Otherwise the scenario was excellent. Her body language was very proffesioanl.

She need to be more relaxed and use eye contact more.

Signed: **Lyudmila Nikolova**

Date: **02/12/2019**

Reference:

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