

Portfolio for work-placement.

2305632 Georgina Nash.

I have not used any AI in this work.

Organization: JumpJam Trampoline Park.

Completed by: Georgina Nash.

I conducted my placement within my work place; Jump Jam Trampoline Park. As a Cafe leader I was able to use my skills that I have learnt in my further counselling skills module and apply it to my work.

Student name:	Georgina Nash 2305632.
Name of Host Employer:	JumpJam Trampoline Park. James Watkins.

Date:	14/12/2024
Tasks completed:	Supportive and active listening within a meeting environment.
Reflection:	During our staff meetings, I was able to use my skills of active listening. I was able to use these skills to hear other points of view on how to improve our work environment. This helps us to come to a conclusion about any changes that need to be made as well as assuring everyone is happy with their position in the workplace.



This is where these meetings between staff were held.

Date:	15/12/2024
Tasks completed:	Summarizing.
Reflection:	As the Cafe leader, at the end of the day it is essential to summarize everyone's points of the day. Capturing vital information and feelings from my coworkers and being able to regurgitate that to those of a higher position to be able to improve the company and to improve the morale of employees. This helps organize everyone's thoughts to be relayed to superiors so that everyone can get the support they need e.g. extra training in a specific department. Summarizing after a

meeting can also help to conclude the main areas of improvement, strengths and weaknesses of the content discussed.



This is where most of my time was spent during work placement.

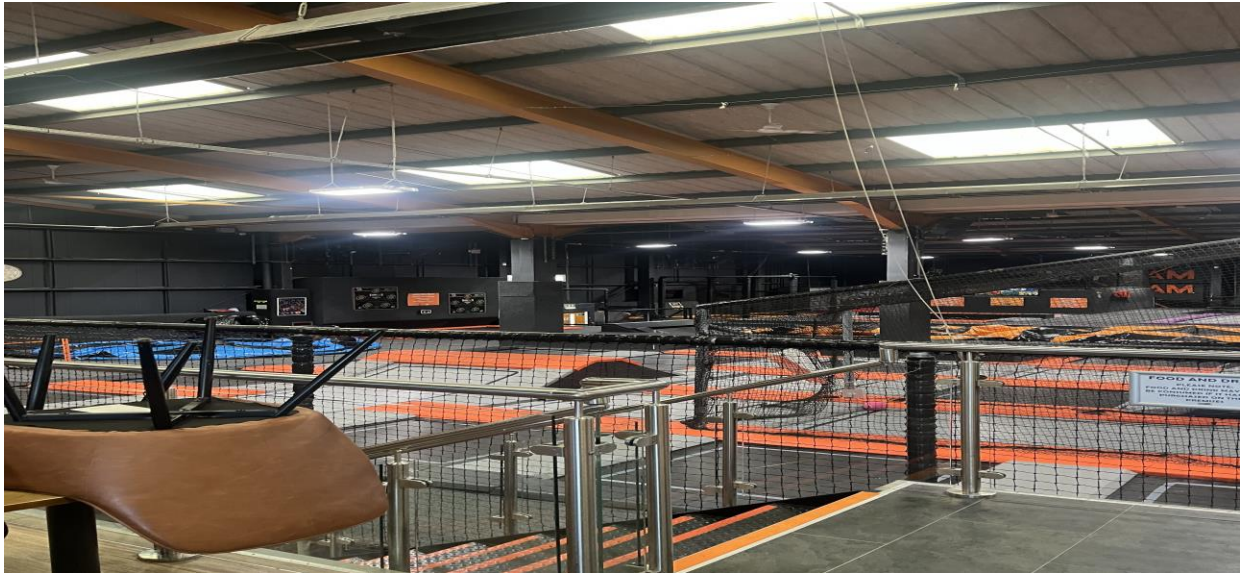
Date:	22/12/2024
Tasks completed:	Open body language.
Reflection:	Using open body language whilst talking to members of the public I found brought more conversation to the environment than being reserved. I observed that a more gentle, friendly and open posture usually consequented in more conversation and polite reactions and a return of customers. I found it semi-difficult to remember to maintain this at all times. However, when I didn't, I immediately noticed due to the customers reaction.

Date:	29/12/2024
Task completed:	Probing.
Reflection:	Practicing more open-ended questions in a targeted manner allowed me to get more detailed feedback from customers who had booked parties with us, ordered food from us and those who used the trampoline activities. Rather than just a standard rating from 1-5, more descriptive feedback from customers was desired. Asking more targeted questions allowed us to get better feedback from the public. One struggle I found with this was the wording of questions and trying to ensure that they were open-ended, which took practice.



This is the front of the cafeteria area where customers are served.

Date:	30/12/2024
Task completed:	Problem-solving.
Reflection:	Upon reflection, problem solving was one of the most interesting tasks that I completed as it gave me a larger perception on how to work around issues that may affect an individual or multiple parties that works for all that's involved as well as any issues the public may face when being at the Park. Due to the equipment that we have within Jump Jam, it is easy for customers to cause harm to themselves by falling or to others via collision, even though we have safety precautions in place it cannot always be prevented. The company provided me with First Aid Training so that I can solve all problems of conflict, whether it be displeased with the service or physically hurt.



This is some of the attractions that are present at Jump Jam.

Date:	02/01/2025
Task completed:	Silence.
Reflection:	Silence within group discussions allowed for those to think about what they had said during the discussion. This leads them to process their own thoughts and words before going on to other topics. It also creates room for a person to go into more detail about what they had said.

Reflection:

During my work placement, I had many opportunities to develop new skills as well as strengthen ones I already had. One thing that was completely new to me was continuously using open body language. I found that I had to remind myself to keep my body language open rather than closed to practice it. While practicing this I did find it slightly uncomfortable as it is not my usual posture, but I quickly adapted.

Within the realms of counselling skills, I exercised many of the key foundations of the skills counsellors portray. For example, active and supportive listening, probing, summarizing, open body language and silence. The skill of summarizing really became beneficial when having group or one on one discussions so that the conversation and ideas were not lead a stray. It helped maintain conversations, preventing them from getting out of hand and also preventing distractions. It also helped us to come to a collaborative decision and also helped me to summarize points from staff to bring to management.

Another aspect that surprised me was the use of open body language. It surprised me to see the difference in perception of open and closed body language, not only with customers but also with other staff members. I found that if I had more open body

language in comparison to those that didn't, I would come across more approachable to everyone around me. It was interesting to observe.

I also found that the change in how I solve problems led to different outcomes. Combining previous knowledge of problem solving as well as all the skills that I learnt in my further counselling module combined allowed me to approach situations with more empathy and to think of a larger picture than the one at hand. I found an improvement of my willingness to learn during this period and I was willing to learn and develop any more skills to become a more proactive thinker and team member.

I found the planning and time management of my work placement very satisfying. To maintain structure, I found that taking my skills of counselling into my workplace was the most sufficient use of my time and skills. This allowed me to remain in routine without disruption whilst learning on the job. This was a great combination of work life and implying my skills into the environment, which I believe people picked up on and also mirrored from me. I also found it pleasurable to see how counselling skills can fit into any profession. Even though they are skills of a Counsellor rather than a Cafe leader, it can be implied into many different scenarios as seen above. It has a place in society outside of psychology, I believe that it is essential to learn for all individuals. Improving on my problem-solving skills allowed me to build on my initiative. It has given me more drive and determination to get things done and make sure they are done correctly and effectively.

My main takeaway from this is my adaptability. I feel like this placement has shown me that I am able to adapt to different environments, positions and scenarios. Adaptability and my eagerness to learn new things will be my key pinpoint of this assignment will be that I am always very interesting on learning new things, whether that be general knowledge or about peoples thoughts and feelings.

The main problems I faced during this was trying to maintain all the skills at all times. I found that while being professional, I also have the tendency to want to be more personal with the questions I raise and always want to know the 'why' behind everything. I found it challenging to always be asking open-ended questions rather than closed ones as I always wanted to know the immediate answer. This is an area that I will have to continue to work on as even though I found it easier towards the end I also found myself slipping into my old habits of asking questions that can be answered with a yes or no answer.

During my work placement I did experience a variety of emotions. As I reflect, I seem to feel like I felt almost all of them. Anger, happiness, sadness, stress, joy etc. I do not necessarily feel as though all these emotions came from trying to maintain my skills but also that it is what comes from being at work. However, it brought me great fulfilment to see the use of

counselling skills in day-to-day lives even if you do not realize that you are doing it. It is great to see that in any profession there is a need for psychology and counselling skills.

Appendix:

The Jump Company (Bridgend) Ltd			
Pay Period	Pd 10	Payments	
Pay Date	02 Jan 2025	Description	Hours
Pay Type	92 Weekly		1
Payment Method	BACS		
		Total Hours	94.25

The hours completed during my work placement.

Minutes taken from meetings/discussions:	Approx 1 hour all together.
--	-----------------------------

Mission statement: Jump Jam Trampoline Park (2015)

Jump Jam's mission is to provide a safe and fun environment for people to enjoy trampolining and other activities. Jump Jam also aims to promote healthy lifestyles and encourage people to be active.



Citations:

- Adeani, I. S., Febriani, R. B., & Syafryadin, S. (2020). Using GIBBS' reflective cycle in making reflections of literary analysis. *Indonesian EFL Journal*, 6(2), 139-148.
- Potter, C. (2015). Leadership development: an applied comparison of Gibbs' Reflective Cycle and Scharmer's Theory U. *Industrial and Commercial Training*, 47(6), 336-342.