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Assignment 2

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Module: Community Engagement
(LCBB4002)

Role-Play Reflection

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Description

I am currently a student at the University of Wales Trinity Saint David, where I study Business Management. As part of my training, I had to present a five-minute role-play of my choice. I chose to perform the role of sales assistant in Pandora jewellery shop. I had to introduce three characters - an experienced sales assistant, a problematic client and a newcomer sales assistant. Through the presentation of this role-play, I wanted to show the importance of staff training for successful business development.

One of the busiest periods of the year is Christmas. That's when the scenario I prepared was playing out when the employers did not have enough time to train staff. This scenario intended to show how the inexperienced and the not-trained staff could put in an awkward situation both their colleagues and clients. Also, the scene showed how well-trained staff could maintain self-control and handle any job. The main action was developing between an experienced sales assistant and a client who could not explain what she wanted to buy. The problem with the situation came from the fact that the client always answered the word "Jewellery" with all the questions the sales assistant asked her to help her with the choice. The newcomer sales assistant who witnessed this dialogue and listened to the same answer of different questions for about half an hour couldn't stand it and yelled - "No, here is a bakery and we sell only bread". At this point, the experienced sales assistant had to maintain his composure. He did not have to make a note to his new colleague because it was unprofessional to make remarks to his colleagues in front of clients. Also had to continue to serve the customer even more politely until he made a sale. The sales assistant sent his new colleague to arrange the shop windows and continue to offer different items to the client. After a while, he realized that the client is a secret Santa Claus. She had to choose a gift for a colleague she didn't know well enough. Then he offered to take the bracelet she liked. When he saw that she was still doubting, he promised if her colleague did not like the gift, she could come and replace it. I was very confident in myself because the scenario I chose to present was an unusual and real situation that happened to me a few years ago.

As soon as I started presenting my role-play to my colleagues and lecturer, I felt anxious, I began to shake and forget the words, which panicked me even more. My colleagues were quite understanding and with mimics encouraged me to continue. Despite the apparent stage fright that had seized me, I was able to present the scenario I had prepared, though not in the way I imagined.

Feelings

I had a feeling that time stopped and that I was blushing in front of everyone for hours. I wanted to leave the room. I felt extremely pitiful, powerless and angry with myself. After finishing the role-playing, I was ashamed to look at my colleagues. I was disappointed that I was unable to convey to the audience the information I had prepared. From the feedback of my presentation, which was produced by my colleague Svetlana Valentinova Gogova (Appendix 1), it is clear that the audience sensed my anxiety and remained disappointed, which suppresses me even more. For ten days every day, I remembered the situation and the feelings came back with the memory. I felt that I had failed and could not explain to myself how it was possible to worry so that I could not pass on information that I had prepared myself.

Evaluation

Even after talking to my colleagues and most of them assured me that they too felt uncomfortable, I was unable to calm down. Also, if they were unsure and worried, this was not evident in their presentation. Only one of my colleagues told me that my presentation couldn't have been worse. The strange thing is that this comment neither upset nor offended me. I was aware that my performance was not at the expected level. I was pleased that there were people who were outspoken and who could count on their objective opinion.

I probably overestimated my abilities. Maybe I should have prepared an easier-to-explain situation to present myself better. As can be seen from the feedback I made for the presentation of my colleague Svetlana Valentinova Gogova (Appendix 2), I am clear about the importance of body language, comprehensive and detailed performance. A week after my presentation, I found that the most likely cause for my anxiety and panic was that they would evaluate me.

When I read that 74% of people were worried about speaking to an audience (Travis, 2015), I felt relieved that I was not the only person in the world who was in such an awkward situation.

Analysis

The situation only got worse with my fault. When at the very beginning, I felt that I was anxious and started to confuse my replicas instead of stopping and looking at my notes, I continued, and this makes the situation even more intense. Black (2019) advises us when we lose track of what we are saying, not to be afraid of silence but to breathe several times and continue.

The moment I thought everyone was judging me, and I wanted to leave the room, which, fortunately, I did not, I met the encouraging looks of my colleagues. Then I realized that they were not interested in me but expected to receive some information, as noted by Genard (2019). According to Laskowski (2018), the audience expects speakers to be informative and interesting- not fail.

A few weeks later, my lecturer and I discussed my presentation. She told me that I spoke slowly and that I had left a gap between my words and advise me on future performances for an audience to practise at home. Maybe I'm too self-critical, but I was expecting the lecturer to give me quite a few notes.

In conclusion, I believe that my overconfidence and poor preparation, combined with my lack of experience, have led to this reversal of the situation.

Conclusion

Now I understand my mistakes, and there are a few things I should have done differently. I should not have underestimated the fact that I had not prepared to role-play so far. If I had prepared for an easy-to-explain the situation or if the role-playing consisted of fewer characters, I might have performed at a higher level. I had to prepare better for my performance so as not to disappoint both myself and the listeners. Maybe if I had read a few serious articles on public speaking, I would have prepared much better. As Laskowski (2018) writes, "Nothing will relax you then to know you are prepared". I had to keep my composure when I felt anxious. I did not have to think all the time about getting negative feedback, because that's exactly what failed me to some extent. I had to focus and present the role that I had prepared in a way that would be of interest to the audience.

Action Plan

I intend to follow the excellent advice given by my lecturer. In the future, before presenting to the audience, I will rehearse at home with my relatives and at the university with my colleagues. I think the practice will help me overcome my anxiety and will be able to intrigue the audience. For my next presentation, I will emphasize on better preparation. Because according to Genard (2019), nothing gives us more confidence than a good preparation. I think constructive criticism will be of great benefit to me, so I plan to consult with people who will be objective and point out my mistakes. Also, I think the reading of self-improvement literature will help me overcome my fears as well as identify and correct the mistakes I make. I realize that to a great extent, my anxiety with speaking to a large group of people comes from the fact that English is not my first language, and I intend to emphasize its study.

Refferes:

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Genard G. (2019) 10 Causes of Speech Anxiety that Create Fear of Public Speaking Available at: <https://www.genardmethod.com/blog/bid/169656/top-10-causes-of-speech-anxiety-that-create-fear-of-public-speaking> Accessed: (07 December 2019)

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Travis B. (2015) Public Speaking Anxiety: Why We Get Nervous in Front of Other Available at: <https://speakerrate.com/blog/301-public-speaking-anxiety-why-we-get-nervous-in-front-of-others> Accessed: (29 December 2019)

Appendix 1

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Nikolita Georgieva Date 2.12.2019

Activity: Salon for Stoll
Pandora Stoll

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

Any other comments

She need to be more peaceful and relaxed. She need to build the sentences a bit more clearly. She need to focused on punctuate speech. ~~we~~ she been talk to different situation than this one I expected to hear about Pandora.

Signed: CH Date: 2.12.2019

Appendix 2

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Svetlana* Date *02.12.2019*
Valentinova Gogova
Activity: *Shift leader at Cafe Nero*

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

Any other comments

She did very good introduction,
~~not a clear introduction~~
and presented the situation very
comprehensively
The conclusion was detailed and well
explained. She kept eye contact all
the time. She presented her role also
clear!

Signed: *NB* Date: *02.12.2019*
Ninobeta Georgieva