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Assignment title: Community Engagement

Module Lecture's Name: Mr. Mohamed Kalam

Executive Summary

Self-reflection refers to the ability of an individual to learn from his past experiences and make application of the same learning for overcoming problems in future. Self-reflection helps an individual to improve himself by identification of strengths and weaknesses and thereby making efforts to overcome weakness. One of the most well-known models of reflection includes- Gibbs reflective model. The main aim of the paper is to make application of the Gibbs reflective cycle in order to understand the feelings of an individual in relation to their experience. The paper will discuss about the stages of the Gibbs reflective cycle.

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Introduction

Self-reflection refers to the ability of an individual to carry out introspection and to learn from the same. By practicing self-reflection, an individual can understand their strengths, weaknesses, opportunities and threats. Self-reflection can help an individual in improving and building their emotional awareness. Emotional intelligence includes the ability of an individual to control their emotions, and also to manage their inter-personal relationships with others by being able to properly control their emotions. „Self-reflection is a central goal of personal informatics systems, and constructing visualizations from physical tokens has been found to help people reflect on data’’. (Research-repository.st-andrews.ac.uk, 20189. It helps an individual to explore new approaches and ideas for solving different problems that is being faced by an individual.

Self-reflection helps an individual in improving themselves. One of the most famous models that can be used by individuals for self-reflection is that of the Gibbs reflection cycle that is divided into 6 main stages comprising of the description stage, feelings stage, evaluation, analysis, the concluding stage and stage of creation of the action plan. The main aim of the paper is to carry out a self-reflection on the work experience and to discuss about the feelings that were experienced during the same with the help of the Gibbs reflective cycle. The paper will discuss about the Stages of the Gibbs reflective cycle for the purpose of explanation of the feelings about the work experience and my first assignment. The paper will also discuss about the action plan that can be adopted for the purpose of improving all those skills and competencies that have been identified through the self-reflection process.

Gibbs reflective Cycle

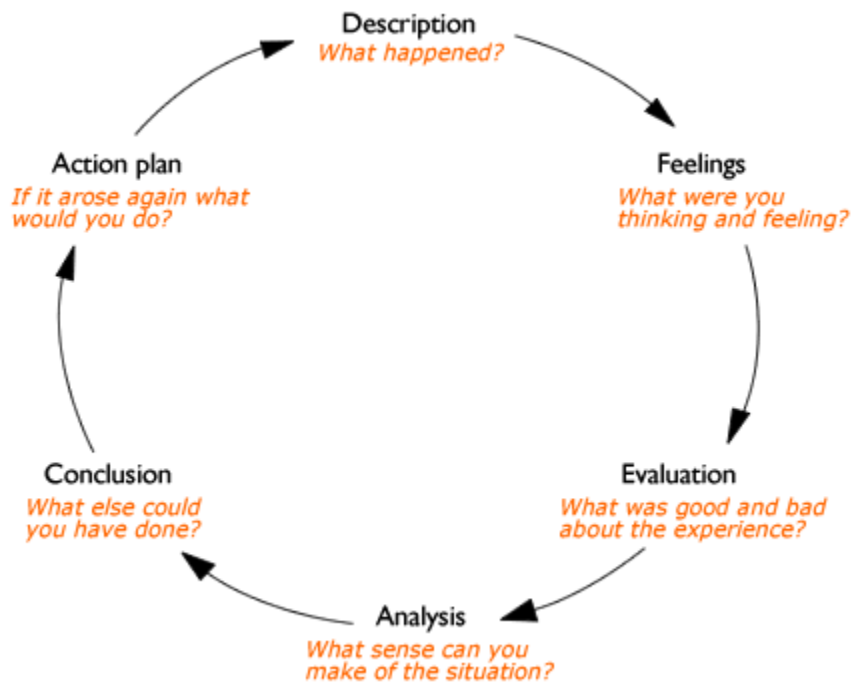


Figure 1: About Gibbs reflective cycle - Oxford Brookes University (University, 2020)

The Gibbs reflective cycle is used for the purpose of learning from past experiences and making application of the same experience to overcome different problems in future. There are six main stages in the Gibbs reflective cycle- description stage, feelings stage, evaluation stage, analysis stage, conclusion stage and the stage of preparation of the action plan. The Gibbs reflective cycle helps an individual to think systematically. (Emerald.com, 2015)

Description

The description stage of the Gibbs reflective stage discusses about the experience of the individual, and it also includes relevant and specific details about the entire experience related to

an event. I have been working as a sales assistant of a Guess company. My overall experience as a sales assistant has been good because I have been supported by my managers in the organisation. In fact, it can be said that I was working as a proud employee of the organisation. I was motivated to work in that company as the organisational climate was such that there was open communication in the organisation and every one behaved respectfully towards each other. I also got proper guidance and advice regarding my work from my managers and that have motivated me to write in my first assignment about the role of manager. I was also faced with a few problems such as once I had to handle an angered customer and there were times where I was required to show my communication and interpersonal skills and therefore, I had to face many problems. The first assignment have helped me to develop and to know better about myself.

Feelings

In modern society, the organised plan and rhythm, trainings, high standards, and motivational bonuses for employee, influence the employee to grow at all levels. The quality control of their activity, promote the values for this company (Core.ac.uk, 2020).

When I was written my first assignment I was stressed, because I never have written an assignment and I was every time stressed about the feedbacks from my teachers. What helped me to write it was the experience and discussions with my managers.

I failed to recognise the importance of the role of a store manager. I previously thought that it was an administrative job and never thought it would require leadership skills, team work skills, self-management skills, interpersonal or communication skills. I was of an opinion that the job

role of a store manager was more of a daily routine job than handling critical situations. However during the experience, I started understanding the role of a store manager and to understand the importance of this job. However, I felt motivated because I was continuously supported and motivated by my managers.

In many situations I was losing my patience because of the angered customers and there were also situations in which I panicked as I was confused about taking a particular decision. After the experience I felt that I had learnt a lot and I had identified all my strengths and weaknesses.

Evaluation

The evaluation stage discusses about what all activities were carried out properly. I learned many new skills and improved my existing skills while I occupied the role of the sales assistant. Further I was also able to identify my strengths and weaknesses and therefore I can take few actions to overcome my weaknesses. What did not go properly during my experience was that I found myself in situation where I wished my team working skills were better and also my leadership skills. I was faced with conflict between my team members, I was not able to properly handle the situation which was further leading to many misunderstandings between the team members. However, the overall experience was good because I was able to listen some members of my team and to solve the conflicts.

Analysis

The analysis stage of the Gibbs reflective cycle discusses about all those things that went properly during the events and the reasons why everything went properly and also it includes discussion on what went wrong during the event. Further this stage includes discussion on what all activities are needed to be taken for avoiding all the negative consequences of the activities

undertaken. I did not show much empathy, how have confirmed and first Reviewer, when I was playing my role of plan. The customers or his view point and that may not be taken positively by the customers because the customers of the present. What also improved my experience was that I was able to influence the decisions of the customers, because I learn about all products and I know how to sell them, that further motivated me at work. I have negotiated with them. This skill I have learned from my work team and one of these situations I have showed in the role of plan and the second Reviewer have comment about this. I have listened what they need and then I was able to identify the best choice. My contribution to the overall experience, I was able to identify my strengths and weaknesses. In case I am faced with similar situations in the future. I will be in a better position to take decisions. I also feel that my experience would have been good if I had better communication and negotiation skills.

Conclusion

In the conclusion stage of the Gibbs reflective cycle, discussion is done on all those activities that could have been done differently and also the learning from the previous experiences. Further this stage helps in determination of the strengths and weaknesses. I could have carried out better communication with the customers and thereby I could have contributed to improving their shopping experience that could have helped me in converting him into loyal customers. However, we have certain targets for sale and therefore I feel that the targets that have been set for us stopped me from properly communicating with the customer as my main motive at that time was to not let the customer return the goods and services and to increase our sales. I feel that I could also have applied better leadership skills in certain situations in order to initiate actions and that could have helped me to improve the overall customers experience. I have come to know about my strengths and weaknesses during the entire experience. I have good

influencing power as I was able to influence my customers into buying more goods and services however I feel that I need to improve my negotiation skills, interpersonal skills, leadership skills and also team work skills as these skills will help me to become better in the future. I was able to develop some of my skills while I occupied the position, such as teamwork skills, influencing skills and communication skills. However, I also need to improve other skills of mine.

Action Plan

Action plan includes identification of all those activities that can be done in order to be prepared for the future. It helps in the determination of all those areas that can be improved for self-development and improvement. Through my self-reflection, I have identified my strengths, weakness, opportunities and threats.

Skills	Improving those skills	Time period
Team work skills	Team work skills can be improved by building respect and trust among the team, by having open communication in the organisation, by rewarding and recognising good work and by clearly defining the roles and responsibilities within the team.	3-5 weeks
Self-management skills	Self-management skills can be improved by making a list of activities that will be carried out, prioritising the same, scheduling the same and being flexible such that changes can be made to it as and when required.	2-3 weeks
Leadership skills	Leadership skills can be improved by practicing discipline, inspiring others, resolving all conflicts and also by becoming a good listener	5-7 weeks
Communication skills	Communication skills can be improved by improving listening skills, by being able to engage people	2-4 weeks
Interpersonal skills	Interpersonal skills can be improved by improving the emotional intelligence of individuals.	4-6 weeks

Conclusion

In this case of study, it can be concluded that self-reflection is one of the most important activities that needs to be carried out by everyone as it helps in developing our self by identification of the different strengths, weaknesses, opportunities and threats that are being faced by the individual. Further self-reflection can help an individual in developing their emotional intelligence. Through self-reflection a person becomes more capable to face problems in future because they know where they could have gone wrong and therefore can avoid making the same mistakes in future. It also helps an individual in learning from their past experience and making application of the same to their future endeavor. From the paper the different feelings of an individual through the application of the Gibbs reflective cycle has been understood. The different stages of the Gibbs reflective cycle have been understood. And the action plan that has been discussed and can help in developing and improving skills such as the team work, leadership, communication, self-management and interpersonal skills.

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Appendix

LCBB 4002 Community Engagement *Lecture* Peer Evaluation Role Play Feedback Form

Name of Presenter *Vlada Popov*

Date *12.12.2019*

Activity: *Store Manager*

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

Any other comments

*Listening to the customer,
offered reasonable solutions
customer was happy at the end.
but should have showed more
empathy to the customer.*

Signed:

Ali Kalam

Date:

12/12/2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Vlada Popov* Date *12.12.2019*Activity: *Store Manager*

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

Any other comments

Vlada played a role of Store Manager excellent! She showed professionalism, managed to sell two more items while a customer wanted to make a return. Customer wanted to take advantage of the situation, however Vlada did not give him room for negotiation.

Signed: *Marina Paskalera*Date: *12th December 19*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Vlada Popov* Date *12.12.2019*Activity: *Store Manager*

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

Any other comments

Very good attitude, customer orientated

Signed: *ROBERT*
MERGHISTON


Date: *12.12.2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Vlada Popov* Date *12.12.2019*

Activity: *Store manager*

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

Any other comments

- Very confident! - Clear presentation.
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Signed: *Giorgiana A.*

Date: *12-12-2019*