

In class reflective exercise for Professional Career Development

STAGE 1 - DESCRIPTION OF THE EVENT (What happened?)

During a busy shift at Amazon's BRS1 warehouse, one of the automated guided vehicles (AGVs) or drives, change course and destroyed a row of fiducials (navigation markers). The root cause was the worn castor wheels on the AGV, which had not been replaced during the last maintenance check. The incident caused significant disruption to the automated system, affecting picking, stowing and deliveries. It was my responsibility to maintain the fiducials and I successfully completed the task in record time. My manager who was new in the building, did not understand the gravity of the situation and minimized its importance and my actions.

STAGE 2 - FEELINGS (What were you thinking & feeling?)

Initially, I felt very proud of myself for completing the task and also helping the other departments. My colleagues were also proud of my efforts. However, this pride turned into disappointment and frustration when I received no feedback from my manager. My manager, who was new to the building, did not acknowledge my efforts and minimized the gravity of the situation, making me feel unsupported and misunderstood.

STAGE 3 - EVALUATION (What was good and bad about the experience?)

The job was completed efficiently and in record time. I collaborated well with the other departments, ensuring that my efforts had a positive impact beyond my immediate task. I did not anticipate the potential for such a significant interruption caused by an issue outside my direct responsibilities (worn castor wheels). I could have communicated more effectively with my manager about the task and also the importance of prompt feedback, and been more understanding of his situation as it was a new job for him.

STAGE 4 - ANALYSIS (What sense can you make of the situation?)

The worn castor wheels caused the AGV to change course and destroyed multiple fiducials (navigation marks) because they were not replaced during the scheduled maintenance. Although I had successfully changed the fiducials, the incident exposed significant gaps in the maintenance process. Additionally, the manager's failure to appreciate the seriousness of the situation revealed a lack of communication and understanding of the operational processes.

STAGE 5 - CONCLUSION

I have gained valuable insights into my own and others' behaviors and how they contributed to the outcome of the event. My timely and efficient completion of the task was a positive aspect, but the disturbance caused by the worn castor wheels was a negative aspect in the maintenance process. To improve, I could have communicated more proactively. I should have ensured that my manager was fully aware of the potential impact of the fiducials and the importance of timely feedback. While I had no control over the castor wheels, being more aware of the maintenance schedule and potential issues could have prepared me to reduce the impact more effectively.

And also supported the new manager, understanding that he was new at this job and I could offer more support and information.

This shows the importance of maintenance checks, effective communication, and supporting new team members to ensure smooth operations. By learning from this experience, I can improve my approach to similar situations in the future, ensuring better preparedness and collaboration within the team.

STAGE 6 - ACTION PLAN (If it arose again what would you do?)

Reflecting on the incident, I realize the importance of adopting a preventive approach to avoid similar issues in the future. If faced with a similar situation again, I would focus on several key actions to ensure a better outcome.

Clear communication about the incident and its impact would be essential, ensuring that my team and manager fully understand the situation. Since my manager was new to the role, I would provide additional support and information.

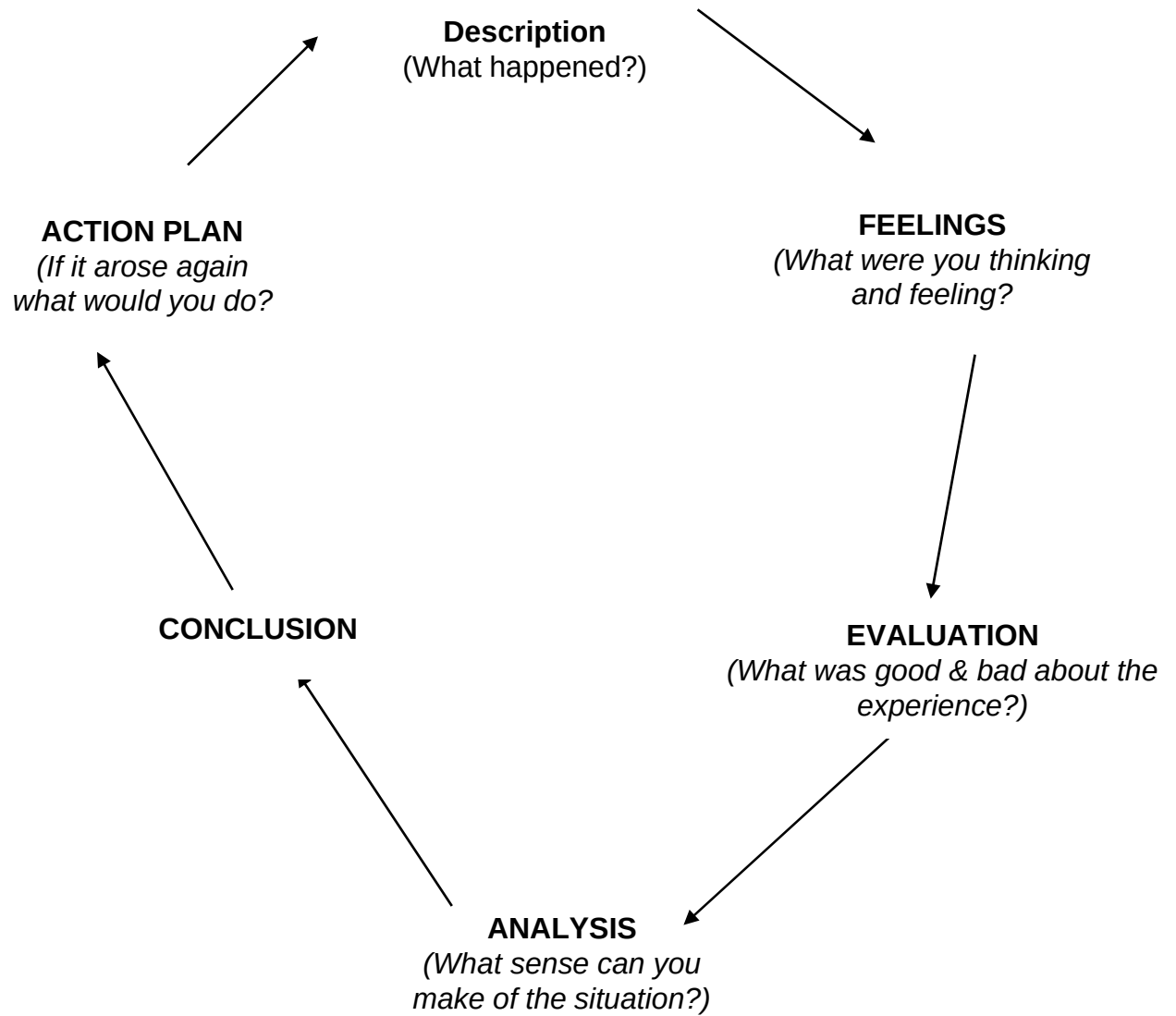
In terms of my feelings, while I initially felt proud of my work, I recognize the need to have more patience and not become easily frustrated. This approach would help maintain my focus on finding constructive solutions.

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GIBBS REFLECTIVE CYCLE



(Gibbs1998)

Stage 1 - Description of the Event

Describe in detail the event you are reflecting on.

Include for example:

- where were you?
- why were you there?
- what was the context of the lecture?
- what happened?
- what was your part in this?
- what did you achieve/learn?

Stage 2 - Feelings

At this stage try to recall and explore the things that were going on inside you head i.e. why does this event stick in your mind?

Include for example:

- how you did you feel during the class?
- what you were thinking about at the time?
- how did the experience make you feel?
- how did the lecturer made you feel?
- how did you feel about the outcome of the class?
- what do you think about it now?

Stage 3 - Evaluation

Try to evaluate or make a judgement about what has happened. Consider what was good about the experience and what was bad about the experience or didn't go so well.

Include for example:

- what went well?
- what did you do well?
- What did you not do well?
- what went wrong or did not turn out how you believe it should have done?

Stage 4 - Analysis

Break the event down into its component parts so they can be explored separately. You may need to ask more detailed questions about the answers to the last stage.

Include for example:

- why did things go well/badly?
- what might have helped or improved things?
- Could you have responded in a different way?

Stage 5 - Conclusion

This differs from the evaluation stage in that now you have explored the issue from different angles and have a lot of information on which to base your judgement. It is here that you are likely to develop insight into your own and other people's behaviour in terms of how they contributed to the outcome of the event. Remember the purpose of reflection is to learn from an experience. Without detailed analysis and honest exploration that occurs during all the previous stages, it is unlikely that all aspects of the event will be taken into account and therefore valuable opportunities for learning can be missed. During this stage you should ask yourself what you could have done differently.

Stage 6 - Action Plan

During this stage you should think yourself forward into encountering the event again and to plan what you would do - would you act differently or would you be likely to do the same?

Notes: