

Assignment 2

Reflective writing

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Assignment: Assessment 2

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Introduction

Reflective writing tests the ability to think, describe, order ideas and insert examples drawn from one's own life experience, imagination, studies. Reflective writing is thus more personal than other kinds of academic writing. We all think reflectively in everyday life, of course, but perhaps not to the same depth as that expected in good reflective writing at university level (M. Hampton, 2017).

Reflective writing includes both description and analysis and helps people who want to do a reflective writing clarify their thoughts, understand important aspects, identify areas where they need more help and work out strategies for solving problems (J. Perkins, S. Thomson, 2019).

This type of writing is important because the person who does it, does it because he realizes that he could change the situation and that he could do something better than he has done so far.

In order to be able to carry out this reflective writing with a colleague I would organize a play role which is based on the role I detailed in assessment 1 and that of admin / payroll officer.

1. What happened?

An employee presented with a problem that is always encountered in the company I work for. He came to tell me that he did not receive money for overtime, last week and that he will be evicted if he does not pay his rent as soon as possible. The payment of the rent was also his purpose to make these extra hours.

I frequently encountered this type of problem and could solve the problem in a short time, so that I could help my employee. After a thorough check and after his supervisor confirmed these extra hours I was able to offer him the necessary money from petty cash of the company, only that in the next week this money will be on his payslip, but it will be specified that they were offered in advance from petty cash.

2. Feelings

During the role play, I can say that I felt confident in myself and what I should do because I already have a long time to work. I can say that I received a good training before filling this position and I was presented with possible problems that might arise.

At the same time, I understood the problem that the employee had, namely that he had to pay his rent, being in the last phase of payment, and if he did not pay the risk of losing the place where he lived.

I can say that I felt desperation from the employee's words and this caused me to solve the problem as soon as possible. The company needs people capable of working, and this employee is one of the best workers who has been with us for many years.

After this role play I can say that I felt capable of this position and felt confident. the latter is one of my duties as an admin office. The fact that I am sociable and a good problem solver are able in the future and from another position such as office manager.

3. Evaluation

Doing an evaluation I can say that this role play went well, although I would have liked to have had the opportunity to give the employee more options at the moment.

Our roles says that in the employment contract specifies the working hours of the employee, in accordance with the Labor Code. The normal working time is 8 hours per day and 40 hours per week. Although the distribution is generally equal by days, one can opt for unequal distribution during the week. The exception is the young people who have not reached the age of 18 years.

They can only work 6 hours a day and 30 hours a week. Overtime is work performed outside of the normal weekly working time. The maximum legal duration of the additional work is 48 hours per week and does not apply to young people who have not reached the age of 18 years. This

duration can be extended, as long as the average working hours, calculated over a reference period of 12 months, does not exceed 48 hours per week. Specifically, in a week, employees can work more than 48 hours, if in another work less, so that the sum of the hours at the end, divided by the number of weeks, not to exceed 48 hours.

These are the rules of the company regarding the overtime hours, these being in accordance with the law and the Labor Code. The company does not want to exploit the employee and for this reason to help the company and the life of the people who work in it, it offers the possibility of overtime.

4. Analysis

Problem solving and decision making occupy an important part of our lives, and for a manager, they represent an essential component of the activity. Decisions can be made without having to solve a problem - countless times during a regular work day, managers give over "known" problems, that is, problems that I know have standard, known solutions. On the other there are crisis situations, when quick decisions are needed, leaving later the analysis of the causes for which the crisis occurred. Then there are situations where there may be obvious solutions, but to be was able to choose the most "appropriate" of them, an investigation is needed. In other situations, neither can they outline decisions only after the problem is investigated and its causes, because, in fact, they can exist several causes, plus aggravating factors. In many such situations we see only the symptoms the problem, that is, its effects, and we can only take appropriate action after the problem is investigated.

Following my act I received the comments of four colleagues, comments attached in the appendices. These feedbacks were favorable to me but by analyzing my role better, I could say that I could have done things differently.

For the company a satisfied employee makes me a satisfied customer and for this reason I tried to act quickly and efficiently, but of course I could have presented more options to the employee to his problem.

We could act differently on this issue. For example, I could investigate further and see whose mistake it was that these hours were not in the system. It could be the supervisor's mistake, forgetting to pass in his timesheets the fact that this person worked overtime. Or it may even be the employer's mistake because his duty is to clock in when he comes and when he leaves the job.

Analyzing this issue and finding the culprit I could improve something that would not happen again. We could have organized information meetings for both managers and supervisors as well as our employees.

5. Concussion

As a result of this role play I can say that I feel much more confident in my work and that I can deal with these cases which occur quite frequently. Due to the good internal rules of the company I was able to solve the issue efficiently and quickly, thanking both the company and the employee. The company aims to have a satisfied employee to have as many satisfied customers. Because we want to be in continuous development, I wish I had the opportunity to act differently.

If I had investigated the situation carefully, I could have organized information meetings and different trainings in order to develop new capacities beneficial for the company but also for the good conduct of the employees.

This role play made me to be confident in myself and to realize that there may be several solutions and some of them even beneficial to the person and the company.

References

1. Martin Hampton, 2017, Reflective writing: a basic introduction, University of Portsmouth, Available on: <http://www2.port.ac.uk/media/contacts-and-departments/student-support-services/ask/downloads/Reflective-writing---a-basic-introduction.pdf>, Accessed : 15.08.2019.
2. Joy Perkins, Sandi Thomson, 2019, Integrating reflective writing in assessment, Available on : https://www.abdn.ac.uk/cad/documents/TF_Events/Perkins.pdf, Accessed : 15.08.2019

Appendices

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter

DIANA CADERE

Date 05.08.2019

Activity: PAY ROLL OFFICER

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

Any other comments

OFFICER HANDLED THE SITUATION VERY WELL
AND OFFERED A SOLUTION THAT WAS VERY
GOOD FOR THE EMPLOYEE AND FOR THE
COMPANY, VERY PROFESSIONAL

Signed: *Simplicianu*

SIMPLICIANU CIPRIAN

Date: 05.08.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter DIANA CADERE Date 05.08.2019

Activity: PAYROLL OFFICER

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

Any other comments

was making sure his employee is getting
her rights and she find a good solution

Signed:



Date: 05.08.2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter DIANA CADERE Date 05.08.2019

Activity: PAYROLL

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

Any other comments

very confident and good in
problem solving.

Signed:
Crainiceanu Camelia

Date: 05.08.2019

MARICA GEANINA

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter DIANA CADERE Date 5.08.19
~~RABALA ANTONESCU~~

Activity: PAY ROLE

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

Any other comments

I think that are very good in they role.
they have good confidence, and they
can solve out every situation for their
companies.

Signed:



Date:

05.08.19