



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
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Community Engagement

LEVEL 4

ASSESSMENT TYPE: ROLE PLAY

MODULE CODE: LCBB4002

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NUMBER OF STUDENT: 1817472

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Introduction:

Reflective Practice has been identified as a method of evaluating our own deliberations along with actions, for the function of personal development and learning. For many individuals this is stated being an instinctive activity which is at the same time natural too. The reflective practice can be utilized for our own development and in helping others improve.

A clear understanding of the nature and purpose of reflective practice with reference to at least one theoretical model of reflection

Reflective practice is means of studying one's own experiences in developing the way one works. It is generally constructive for health professionals who desire in continuing to learn all through their lives. The reflection act is stated being great means of augmenting confidence and developing into a professional that is more qualified and proactive.

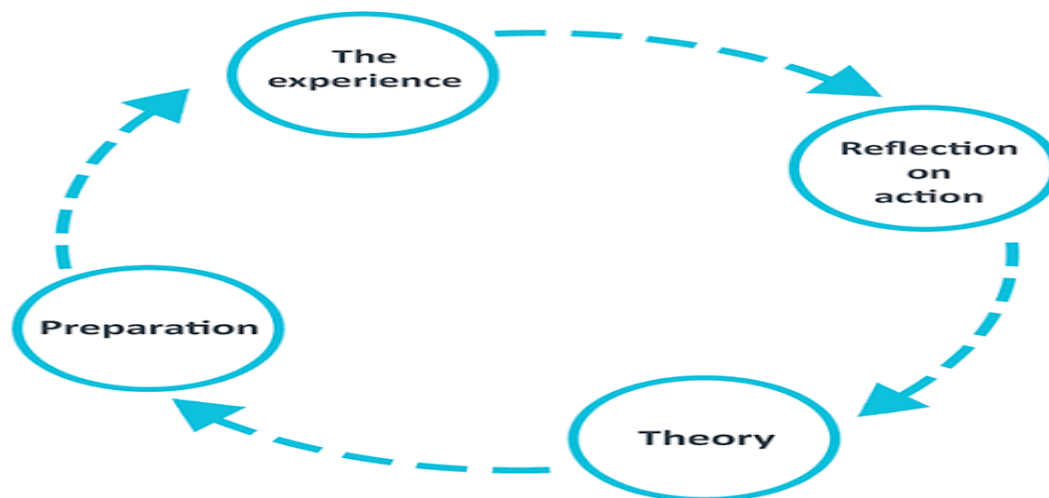


Fig: Reflective Cycle

Source: (Husebø, O'Regan and Nestel 2015)

Gibbs' Reflective Model:

Gibbs stated that it is not satisfactorily simple in having an experience for learning. Without replicating upon an experience, it may be forgotten quickly, or there may be a loss in the potential of learning something from the same. It is from the thoughts alongside feelings

appearing from this reflection that concepts or generalizations can be produced which permit new situations to be dealt effectually (Husebø, O'Regan and Nestel 2015).

The 6 step model helps in identifying one's strengths, developmental areas alongside actions one can take for developing their professional skills. Steps 1-3 relay the things that took place during the experience and the steps from 4-6 focuses on ways one could improve on the experience and the result in future.



Source: (Smith and Roberts 2015)

Step 1: Description

This should usually be a short description of the event or the experience for setting the scene and provide context.

Step 2: Feelings

In this step one should consider his thinking and about his feeling prior to the experience.

How one felt all through the experience, his feeling after the experience?

This step needs being a short descriptive one and not analytical

Step 3: Evaluation

Evaluation looks independently on both the positive and negative sides of the experience. It is important in describing the key components which went predominantly well. Herein, it can be mentioned about things that did not work well or go as per the plan (Smith and Roberts 2015).

Step 4: Analysis

Analysis makes effort in explaining why a certain experience was either positive or negative and this should shape the largest segment of one's reflection. Herein, consideration should be made to the points made in earlier segments and categorize any aspects that helped an individual, for instance earlier experiences and how that individual contributed to that experience's success. If things did not go in accordance to the plan, what have been the factors behind the same, was it lack of preparation was certain forces of external sort which were beyond the control of that individual (Smith and Roberts 2015).

Step 5: Conclusion

It is generally important to focus on things one has learned. The individual should assess whether he has developed any skills as an outcome of the experience gained. If he has, how he would be applying the same in future situations. The individual should also assess the knowledge areas that he needs to develop or any particular skill he needs to focus on (Husebø, O'Regan and Nestel 2015).

Detailed reflection on personal experience with reference to the organization discussed in Outcome 1

The class assignment on 'Business Management' required us to work on a company that we have worked on or have been working presently, because the class tutor wanted us to be familiar with the company's mission, values and working styles. I have experience of working in JLL, a commercial real estate service firm of American origin. JLL is a big company especially considering the fact that it offers its services across the globe and I have been lucky enough to be associated with such a big brand dealing in services like property management, sales and leasing alongside project management. I had a wonderful 3 months with JLL though it must be said the work pressure is huge. The company provides its employees with a good work environment and the opportunity to learn new things. However, it needs to be stated that JLL has a fast pace work

set up but fun-filled and new employees do get the required assistance from their peers. I myself have learned a few things during my tenure in JLL, learning ways to collaborate with other members of the team, ways of managing the work without being stressed out and handling typical situations.

Reflection on the relationship between relevant theory and the experience

Description:

I along with nine others joined JLL as interns for a period of 3 months. The first day was used up in collaborating on various group actions. The interns that joined JLL that day had different backgrounds and involved students taking courses in variety of business management areas like sales management, financial management and marketing management. The students joining as interns have not met before and the company wanted all their interns to work together in various projects of theirs. For dealing with a single project we decided to segregate the task into smaller parts in accordance to the three business management areas as stated earlier, dividing ourselves into three small sections for working on the projects aspects as per our knowledge and experience. We used to discuss things of common interest via the 'Blackboard' for communicating with other members of the larger group. After the end of each 3 working days we use to gather around for meetings and update the other group about what was going on. We raised issues that one or others might be experiencing while working in the JLL project and voiced our opinions on what we should do. The meeting sessions went on well but I felt my participation was very much a controlled one. However, during that first week the members that joined in gained knowledge about each other on a personal level (Oham, Pestano and Allen 2016).

Feelings:

Even though I was relatively quieter during the starting sessions, I became comfortable as time went by, and from the beginning of the fourth week I was getting more involved with others, contributing my views and voicing my opinions that were getting accepted by the other members of the group. I believe the preliminary quietness was more of a demonstration of my inner feelings of being overawed by the occasion or the other group members. The intimidation feeling was more acute following the joining up of sub-groups as a bigger group of 10. I usually am a

confident individual and likes taking charge of situations alongside engaging with actions in proactive manner, though that was not the scenario during the first week (Dicken and van Graan 2016).

Evaluation:

In general, I discovered that the experience associated with group work was very constructive as it gave me the prospect of learning a great deal about things which have been discussed theoretically in classes along with helping in illuminating my weaknesses while working in groups that are unfamiliar. The experiential learning's lies in classifying learning and developing the same via reflections on situations of practical sort, such that they can pilot to actions that are of improved kind (Oham, Pestano and Allen 2016). My experience associated with the group work has made this developmentally important reflection feasible.

My tenure in JLL gave me the opportunity to come in contact with various individuals from various educational and professional backgrounds, some of whom were much experienced than me. Working within a group that is multi-professional permitted us in benefitting from various different perspectives on the task in hand alongside a wider assortment of knowledge besides experience. We had to give the JLL management presentation on the project we were working on as they wanted to check our understanding of work and knowledge on such services. The presentation we had to give to the management comprised of two teams that comprised of individuals coming in from different management areas as stated before. This in some way or other made our presentation well-rounded along with being multi-faceted than it might have been if my group would have comprised of individuals coming in from marketing management area. With the progression of group work, I, as a matter of fact, am able to fulfill my part within this mixed group and this steady self-confidence facilitated me in overcoming the intimidation feeling that being on territory deemed unfamiliar had primarily extracted out of me. As the internship was coming to an end I wished to roll back the time to the day I joined JLL so that I could contribute more this time and be identified as the group's active member. Looking back, my only regrets will be my inability to contribute more during the first few meetings in JLL or actively participate in the presentations. Perhaps I could have even become the spokesperson of our group as back in college I have a reputation of being a good communicator. However, I do learn about the group work's complexities and the manner in which individuals from different

backgrounds professionally can complement the assignment by providing experience having greater depth (Pavlovich, Collins and Jones 2017).

Analysis:

In accordance to Belbin's team role theory, I would assess myself as taking up the roles of team worker and implementer. An implemented because I took up the accountability of performing tasks of researching the utilization of social networks in JLL's property management scenario and I did have a good time, which was agreed amidst the whole group, in systematic manner. Although I could have contributed more to the group's work during the initial stages but still my peers offered feedbacks on me which showed I was picked out by other team members as a 'Team Worker'. I attained higher marks for always contributing to the team's work and have always been active in every possible situation that we were put in.

Conflicts in groups are natural as group members generally have different skill level, values and experience (Pavlovich, Collins and Jones 2017). Throughout the whole project work a natural disagreement about the direction that our property management presentation would take was there along with the best possible means of completing our actions. I discovered that the power balance within our group was fairly equal, regardless of personality and ages which were represented.

Conclusion:

In the conclusion part, I discovered that group work usually comes in with an opportunity to seek educational experience concerning the significance of being capable of working well within groups. I have been attentive to factors associated with my personality and behavior, specifically with due regards to communicating with people that were unfamiliar, of which I might otherwise have stayed uninformed (Dicken and van Graan 2016). However, I would like to develop my level of confidence that will permit me in contributing more towards group work.

Examples of key issues encountered during the role play activities including at least one success and one area for development

I played the role of a property executive of JLL who is entitled to manage activities correlated with horticulture, pest control and housekeeping. The property executive requires being

enthusiastic enough in understanding and assisting in determining the client's concerns via utilizing the expertise of his domain. I had certain key issues related to maintaining the required records regarding budgets as I am not too efficient with financial activities. On later periods I was helped by the individual coming in from financial management segment that made me understand how to go about with it. I still need to develop that aspect within me of maintaining the budgets properly and all the information related to same. I need to develop on the aspect of being a multifaceted worker like being able to compute costs besides preparing the budgets. These days organizations are more inclined towards workers who are multifaceted, who can handle multiple tasks at single time and come out of it in successful manner. I need to develop myself on that aspect and also work on my confidence level, especially when performing new tasks. Taking up challenges in successful manner will land me in good position within organizations in future.

Conclusion:

Reflective Practice is a process that is very adaptable. It is a set of ideas which can be exercised besides some of the other concepts for learning, self-development, personal improvement and training. For instance, Reflective Practice is highly pertinent and supportive towards CPD (Continuous Professional Development). It is also stated being very useful in teaching and building up children and young individuals.

References:

Dicken, C. and van Graan, D., 2016. Reflective practice skills. *Skills for social work practice*, pp.142-161.

Husebø, S.E., O'Regan, S. and Nestel, D., 2015. Reflective practice and its role in simulation. *Clinical Simulation in Nursing*, 11(8), pp.368-375.

Oham, C.A., Pestano, C. and Allen, J., 2016. Social enterprise and the wider community: one possible model. *International Journal of Social Entrepreneurship and Innovation*, 4(2), pp.172-181.

Pavlovich, K., Collins, E. and Jones, G., 2017. Developing students' skills in reflective practice: Design and assessment. *Journal of Management Education*, 33(1), pp.37-58.

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Peer Evaluation Role Play Feedback Form

Name of Presenter *JULIANA-M. RASU* Date *12.12.19*Activity: *Facility Manager*

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

Any other comments

Good management of the situation.

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Peer Evaluation Role Play Feedback Form

Name of Presenter *ANITA-M RASU* Date *12.12.19*Activity: *Facility manager*

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

Any other comments

The manager is very communicative,
 She know resolve the situations in the
 most best way.
 Every time have the happy face.

Signed: *ANITA-M RASU*Date: *12.12.2019*

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Peer Evaluation Role Play Feedback Form

Name of Presenter *ICLIANAY RADU*Date *12.12.19*Activity: *Facility Manager*

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

Any other comments

- Good description of the situation.
- Good presentation.

Signed: *Giorgiana A.*Date: *12.12.2019*

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Peer Evaluation Role Play Feedback Form

Name of Presenter *ICKIMIA-M RADU* Date *12.12.19*

Activity: *facility manager*

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

Any other comments

*Good presentation.
Very confident.
Problem solve.*

Signed: *DANA MARIN*

Date: *12.12.2019*

Lecture LOBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Juliana* Date *12/12/19*

Activity: *Facilities Manager.*

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

Any other comments

*Introduction was good, planned
the role role was clear. but
demonstration should have been
more professional. Problem solving
skills need to be improved.*

Signed: *Adi Kalam* Date: *12/12/2019*

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Peer Evaluation Role Play Feedback Form

Name of Presenter *ICELIAH. RAO*Date *12.12.19*Activity: *Facility manager*

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

Any other comments

*She solved the problem with great.
The introduction was very elaborate and the
explanations were very clear.*

Signed:

HALIP DEHISA - IOANA

Date:

12.12.2019