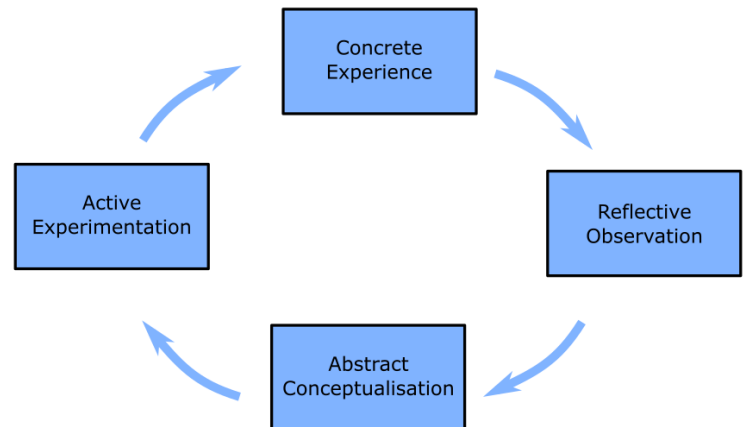


During the time I have been on this course I have completed several assessments. I will attempt to convey the process I undertook to prepare for each, with clear descriptions to my considered process for accessing and utilising reference materials to form the basis of my reflection. The assessment I am evaluating required an in-depth analysis on how to maintain effective teamwork and communication in the workplace; highlighting the importance of communication in running a successful business and which includes an overview of key elements on how to structure a company's growth.

I began my preparations by researching well known 'Learning Styles', choosing Klob's Reflective Theory to form the process I would use to reflect upon my own experience. Klob's Reflective model was considered experimental as it required 'the individual' assessing their own experience.

Klob Reflective Model [Reference #1](#)

The Kolb Learning Cycle is made up of four stages: concrete experience, reflective observation, abstract conceptualism and active experimentation. I will attempt to utilise Klob's Reflective Model to demonstrate the learning journey to reflect on this scenario using these four stages to guide me and enable to me process my own reflection of the assessment.



Concrete Experience: Make a note of the specific situation and just describe what you see, how you feel and what you think. (Kolb, D.A.1984)

- **What I see:** Open and effective communication in the workplace creates a positive atmosphere with an environment of mutual respect and understanding. A business with an ethos for clear communication.
- **How I feel:** There is a sense of equality that is evident in a business fostering positive communication. This leads to improved interaction between staff and managers, ultimately leading to an increase in positive exchanges between staff and customers with a mutual understanding between employers and their staff.
- **What I think:** Ultimately, a business becomes more viable when there is an environment offering the ability to communicate openly, yet professionally. It increases staff motivation thus improving workplace satisfaction. When staff morale is high, the outcome is increased positive customer interaction leading to higher sales and expanded business profitability while also improving business reputation.

Reflective Observation: What worked? What failed? Why did the situation arise? Why did others behave the way they did? (Kolb, D.A.1984)

- **What failed?**
 - In this circumstance the failure would have occurred if the business did not set a positive standard for verbal and non-verbal communication, however, this is a good example of a successful business owing its success at least in part to the strong relationships between staff, managers and their customers.
- **Why did the situation arise?**
 - The business success was paramount to the workplace environment which promoted positive verbal and non-verbal communication.
- **Why did others behave the way they did?**
 - Positive behaviours were brought about due in part to the collective approach by the business to effective communication. Effective teamwork and communication have been cited as reducing stress and burnout, 4 5 increasing job satisfaction, recruitment and retention, and improving customer satisfaction. (CS Borril 2001).

Abstract Conceptualisation: What could have been done differently? How can it improve? (Kolb, D.A.1984)

- **What could have been done differently?**
 - This business is a model for others to learn from by creating a positive workplace environment with effective communication at the core of its methodology. An option could be to have a section in weekly team meetings to review communication where staff are asked to give direct feedback on the week's successes and obstacles in terms of communicating internally amongst staff and managers as well as regarding communication challenges or achievements when communicating with their customer base. This in itself highlights effective communication and continual workplace improvements giving staff the opportunity to share and the team the ability to learn and grow as a result.
- **How can it improve?**
 - In this scenario improvements could be made in teaching the differences between their business and other failing models. As an example of a workplace with excellent communication practices, it is easy for staff and managers to not recognise their status in being a stand out organisation, thus eventually this can be taken for granted. Dissent is natural within the workplace and without a continual loop explaining this position over the course of time, complacency could form with a generalised sense of apathy, thus potentially dismantling the positives from within.

Active Experimentation: Take your own reflections and thoughts about improvements as well as the theories back into your practice and try out the new strategies.

- **Take back to your own practice:** I live with my mother in a traditional household. I wanted to experiment with improving communication between my mother and I. I used my reflection here to have a discussion on cooking a meal. I asked questions, listened,

trialled what I was being shown, provided feedback, held an open dialogue on the end results. I felt it was a positive exchange with a clear communication structure which led to us 'creating' a meal together. The outcome was effective communication was developed fostering a positive atmosphere with intent to hold further cooking sessions.

- **Try out the new strategies:** In my taking back to my 'own practice', I treated my mother as the customer, the kitchen as the business and the outcome being a satisfied customer with a good end product with potential for repeating in the future; returning customer. The positive interaction between us led to the customer wanting to do this again, so showcased how effectively communicating can directly lead to increased business revenue and retention.

This reflection on the assessment using the Kolb Model provided me with a thorough insight into the effectiveness of positive communication in the workplace. It became abundantly clear that businesses who practice effective communication are positive places to be employed and create staff who are not only more proactive, but are more able to engage with both their employers and their customers ultimately leading to client retention and repeat custom. The Kolb Reflective Theory Model enabled me to reflect upon the assessment and derive learning that I was able to put into practice and which helped me gain knowledge on the process and importance of workplace communication in the overall success of a business model.

References:

Reference #1:

Klob's Reflective Theory and learning cycle graphic were sourced via an extensive online search for Learning Styles which I found the before settling on [Reference Link](#) (*Deparkes)

Reference #2:

Active Experimentation: make a note of the specific situation and just describe what you see, how you feel and what you think. [Reference Link](#) (*Nicole Brown)

Reference #3:

Kolb, D.A. (1984). Experiential learning: experience as the source of learning and development. Englewood Cliffs, NJ: Prentice Hall. [Reference Link](#)

Reference #4: Positive and negative behaviours in workplace relationships: a scoping review protocol [Reference Link](#)

Reference #5: Borrill C, West MA, Shapiro D, et al. Team working and effectiveness in health care. Br J Health Care Manag 2000;6:364–71. [Reference Link](#)