



ASSIGNMENT 2

Reflective Evaluation

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Part B: Reflective Evaluation

Part B

1.0 Introduction

In today's world, when the entire human population is engaged in a cut throat competition at every field of business and profession, people hardly find any time and scope to look at each other. This is a common scenario that is prevailing around the globe and I too am a part of this rat's race. UK is a nation that is popular for its grandeur, heritage and diversification across the world (Leih *et al.*, 2015). I have witnessed by myself, over the last few years that the rate of competition has accelerated in significant manner. The retailing sector is an ever booming sector that has eventually imparted a highly intense competitive pressure in the market. Going by the statistical reports, I have deduced the facts that with each passing day, multiple retailing stores and outlets are setting up across the country. I have shaped my life by working for the top most supermarket retailer in UK, ASDA as a cleaner.

Amid the market rivals, ASDA has successfully managed to secure its place in the British market and has affirmed its ranking by quality services and products. I have come across such instances when I have observed my close relatives to opt for ASDA in place of other prominent market players. In the words of Schein (2017), the cloud of suspense behind ASDA's success burst before me when I realised that my own close relatives opt for this particular supermarket for its wide range of collection- apparels, food items, general merchandise, toys and others at the ease of affordability. It is this very factor that sets ASDA different from the rest and despite its discounts and lower item rates, the retailing organisation continues to satisfy the customers with its premium service quality. I have been appointed as the head of the cleaning department operating in this particular supermarket retailing organisation.

2.0 Demonstrate a clear understanding of the nature and purpose of reflective practice with reference to atleast one theoretical model of reflection.

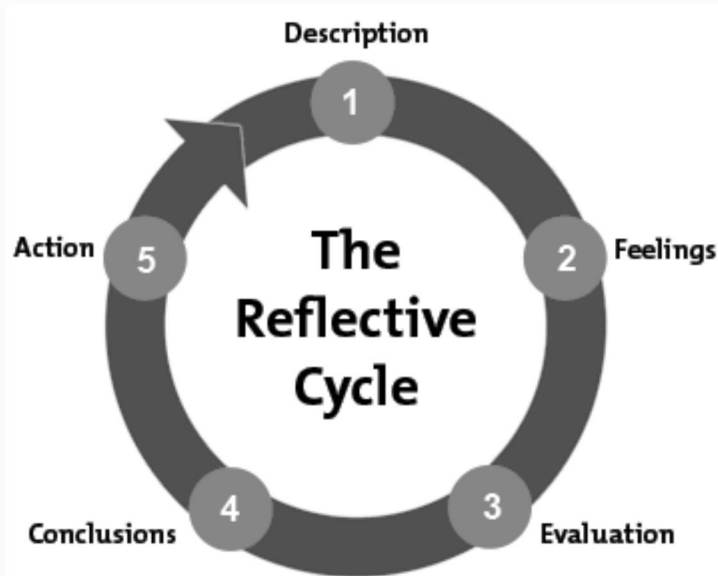
According to Zhu *et al.* (2016), the act of introspection is an essential and a highly beneficial tool for all those who seek to improve themselves in whatever profession or activity, they are associated with. I have personally realised the significance of reflective practice while

performing my responsibilities at my workplace, the ASDA. At the supermarket retailing organisation, I have encountered various kinds of situations with professional challenges that have constantly urged to re-evaluate my stand and my decisions. The organisation has recognised my hardworking and management skills along with acknowledging my commitment and dedication and thus, promoted me as the head cleaner where I supervised others for maintain the cleanliness of the organisation. The top class supermarket retailer is visited by a spectacular number of customers each day and hence, it becomes imperative to uphold the cleanliness.

The reflective practice has significantly helped me to evaluate my own professional experiences at the work front with my co-workers. This process has proved to be beneficial for me to scale up my level of performance at work that not only contributes towards the company's gain but also makes me more efficient each day (Burke, 2017). The reflective method has ensured me to learn from each mistake or some critical situation I have come across while serving as the cleaner. With constant evaluation and rectification of my past mistake along with adoption of modern techniques, my confidence has been boosted and eventually I have developed a proactive attitude at the workplace.

My reflective practice is a reflection of Gibb's Reflective Cycle that fundamentally lays down the importance of reflecting or introspecting on past experiences. As per this theory, these reflective activities significantly assist professionals to wisely tackle with their error and weaknesses and accordingly, rectify it in future. The five phases of the cycle involve description, feelings, evaluation, conclusions and finally, action. The first phase, through a series of questions helps the individual to reflect upon the situation and describe it.

Figure 1 – Gibbs' Reflective Cycle



The phase of feelings is about expressing the experience undergone by the individual, without focusing on emotions. The evaluation is conducted on a general ground to understand the benefits of all the initiatives. In conclusion, much importance is given to the last set of questions that determines their capability. Finally, it can be stated that the action is the continuation of the previous phase and here, the possible actions are identified that can effectively improve the performance of the individual working in a team (Becker, 2018). I have adopted this reflective model in my professional approach to constantly re-evaluate and scale up my efficiency.

3.0 Detailed reflection on personal experience with reference to the organisation and what has been learnt throughout the activity.

I have personally assigned my role as a head of the cleaning department of the leading supermarket chain of UK. I have set the objectives of my team that accordingly aligned with the policies of the retailing organisation. I have come across instances, in my professional career, where lack of communication has hindered the bonding of the team members that eventually had taken a toll on the overall progress of the organisation. Now, when I am appointed as the head of the cleaning team, I ensured that a seamless communication is firstly established in the team. In

the words of Lessem and Schieffer (2016), improved interpersonal skills contribute towards developing a cordial relation among all that ultimately allows each team member to stand by each other. This binding force among my team members facilitated me to easily lead them to meet the desired end. I allowed each of my team members to place before the department their respective suggestions and views that could eventually scale up the overall standard of the service. This method has actually proven to be beneficial as the supermarket recognized our services and offered us an increment. Such boost to the spirit of the individuals actually makes them more oriented towards their duties and responsibilities.

Furthermore, I ensured that all the problems faced by my team members regarding their work are addressed and resolved, without procrastination. Kupers (2016) has stated that the leader is an exemplary before the team members. I have accordingly applied this principle in my context and ascertained that sense punctuality developed among all the team members. It is interesting to note that as a leader of the cleaning department of ASDA, I have to dexterously handle all my responsibilities in every sector and supervise each of the team members. There are times, as noted by (), additional responsibilities tend to negatively impact on the individual performance due to lack of management. I have taken into consideration this particular point of concern and from my initial days of responsibilities, I have worked on self- management skills.

4.0 Reflection on the relationship between relevant theory and the experience.

The five stages in Gibb's Reflective Cycle play a crucial role to comprehend and analyse the activities undertaken by an individual. According to Wood and Logsdon (2017), the five phases involving description, feelings, evaluation, conclusions and actions serve as an appropriate method to shed light on the errors of the pasts and accordingly, incorporate the changes. As per Gibb's cycle, the first phase is about briefing the task that is undertaken. In my context, I have set an objective for the cleaning team to clean and organise all the sections of the hypermarket such that the customers as well as the employees of the organisation find it easier to locate the items as and when needed. The second phase is about the feelings that an individual or a team undergoes while taking up the assigned task. In my case, the team members were puzzled to figure out from which point they would start the task. They were initially in a state of panic while trying to comprehend the magnanimous amount of work that had to be undertaken by them.

However, as a head of the team I took lead and assigned each of the members their specific tasks and encouraged them to push themselves to cross their limitations.

Deigh *et al.* (2016) have stated that motivational speech is always beneficial for individuals to lift up their spirits and this is exactly what I have done to address the problems of the team members. This boost has helped each of the cleaners to undertake and perform their tasks with full force. The third phase is about evaluation of the tasks that eventually lead to the success or failure of the team or an individual. Likewise, the cleaning activities performed by each of the cleaning personnel at ASDA have been closely evaluated by me to lift up their level of performance and efficiency. Consequently, a healthy, cleaning environment is maintained in the top most supermarket chain in UK that contributes towards attracting more customers across the country. This phase serves as an essential medium to detect the loopholes or the weaknesses of the team members. The evaluation phase is followed by the conclusions, where the final results of the tasks are deduced. In this phase, the confidence of the cleaners is scaled up as the workers gradually begin to work on their loopholes. Finally, the last phase is about action plan where the team members can chalk out the relevant actions that may prove to be beneficial in the future. Accordingly, I have structured another plan for myself and my team members such that the ultimate objective of the cleaning department is met.

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

My role as a head of the cleaning department of ASDA has been filled with newer challenges as well as success. This is because team work demands coordination and cooperative approach in order to meet the ultimate target. Maak *et al.* (2016) have stated that the key role of a leader in a team is channelizing the efforts and opinions of all the team members in one particular direction such that the final outcome is positive. I have established the principle of dedication, commitment, loyalty towards the service and hence, the overall efficiency of my team members has naturally increased. As a head of the cleaning department, I assign work to the individual team members and allow them to approach me whenever they come across any difficulty. It is obvious for the team members to face challenging situations while performing the assigned tasks. Proper communication with the other team members or even with me significantly contributes towards resolving the issue.

One of the successful issues at the work place has been a collaborative team work to clean and organise the entire supermarket chain. It is true that the task is hefty, however, cooperation and coordination among all the team members under my supervision and leadership significantly contributed towards attaining the goal. A wave of happiness and togetherness prevailed in the team while performing the tasks, together as well as after its successful completion. However, positive aspects run parallel to the negative ones due to the presence of loopholes and weaknesses. One such instance is the occasions when the team members are given scopes to place their views and opinions to improve our quality of services to the organisation, in general and to the customers, in particular. I have particularly organised team meetings for the members such that they become free to share their opinions. Many a times, the team members do not choose to cooperate or adjust with other team members. Some of the team members fail to accommodate others' opinions in the team members that ultimately lead to the failure of the meeting.

6.0 Conclusion

From the above discussion it can be starkly comprehended that the role of a head or a leader is showing guidance and direction to the subordinates. However, many a times, I have observed that people tend to confuse the job role and fail to identify the line of distinction between directing or leading and a dominating power. A dominating force may not always direct others in the right direction. I have ensured during my service as the head cleaner of ASDA, the conspicuously expansive and leading supermarket chain, would be beneficial for all. The fellow employees do not demand for a dominating power supervising them but a guiding light to direct them accordingly for aligning their effort with the objective of the organisation.

7.0 Reference

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8.0 Appendices

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter: *Jessalena Johnston* Date: *5.08.2019*

Activity: *Debate in ASHA*

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

Any other comments

*You should be more confident, to not be as shy, and to talk without being afraid.
Per Tatal was a good presentation. :)*

Signed: *CLAUDIA BOWTHICK* Date: *5.08.2019.*

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter DESISLANA
MARKOVA

Date 05.08.2019

Activity: CLEANER

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

Any other comments

The opt itself was fine, however it seemed a bit robotic. For the role to be close to reality some tension needed to be lost.

Signed: SORIKI HAGHIAO

Date: 05.08.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 05.08.2019

DESISLAVA MARKOVA

Activity:

CLEANER IN ASDA

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

Any other comments

The act was fine but I have to say that she
Need to work in her confidence and she
have to be more active when she need to go
and clean the shop.

I like that she was secure and she know
what equipment she need

Signed:

Diana Codre

Date: 05.08.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 05.08.2019

Daniela MARCONA

Activity:

cleaner

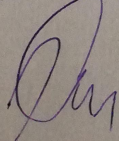
	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

Good presentation, confident
professional and ready to resolve
off problems

Signed:

VOLODEA CRANJ



Date:

05.08. 2019