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Community Engagement – assessment 2
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22.05.2020

Reflective Evaluation

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Management is development and creation, it is the most effective and efficient use and control of socio-economic systems. In institutional areas, management is focused on: entrepreneurship, state socio-economic systems, non-profit organizations, etc. For executing specific tasks a manager should possess certain abilities. The key factors which determine a manager are: self-management skills, communication, problem solving, interpersonal skills, ability to work in team and to manage a team. The success of an organization depends on its managers and their skills. The best way to develop these skills is reflective learning.

Reflective learners assimilate new learning, relate it to what they already know, adapt it for their own purposes, and translate thought into action. Over time, they develop their creativity, their ability to think critically about information and ideas, and their metacognitive ability (that is, their ability to think about their own thinking).

M. Fastier, Effective Pedagogy, The New Zealand Curriculum

Reflection means the repetition, reconstruction, reproduction and critical analysis of existing teaching methods and a group explanation of the requirements by which changes will be made to a more effective educational process. Reflection is to be conscious of your own thinking and to convey it clearly to others. In this reflective evaluation will be reviewed the main management skills with a reflection on my own experience.

Self-management skills are the capacities that help people to control their feelings, thoughts, and actions. They help to increase the productivity and efficiently to reach professional goals. The most principal self-management skills are: time management, positivity, self-motivation, organizing, goal setting, responsibility, and stress management. Time management is the most important aspect of self-management, it helps to manage priorities and to use the time effectively. It includes: prioritizing, planning, organizing, goal setting and stress management. Positivity attracts people, it makes people feel happy and communication more comfortable and productive. Self-motivation makes you more productive and assure the activity progress. Organizational skills are applicable to time management and to physical space in particular to workspaces. It includes: planning, prioritizing, and executing activities. Goal setting is the process of identifying the intents and establishing the timeframes. Self-motivation is an internal factor, a desire, the driving force that drives towards the achieving personal fulfilling. Responsibility is accepting the consequences of certain actions and acting as it is expected. That helps to evaluate the work and choose the best way to proceed. Stress management is the act of managing emotions to keep calm and rational in stressful situations. There are different ways to manage stress: sport, diets, meditations etc. I am developing my self-management skills right now writing my assessments. Before I started with them I have used time management skill setting the deadlines for each assessment and scheduling the time for writing combining with my job (regardless of quarantine, I have to work). Organizational skills were applied choosing and buying a laptop and scheduling time to prepare for the assignments. Relaxation helped me to manage the stress, I use to do pauses while I was working on assessments. It was a bit scaring when I was thinking about writing so many reports, presentations, and evaluations in a foreign language. Keeping myself positive helped me not to panic and looking back I can say, it was not so difficult especially because I am motivated, living my dream, studying at a British university which are among the best in the world.

Communication covers examining, monitoring, planning, and realizing communication channels within and/or between the organizations. The main communication forms are oral, written, nonverbal, and interpersonal communication. Oral communication is composed of speaking and listening. Productive

communication is important for career development. It can be improved through reading and presentation skills. Reflecting on my own experience, can be distinguished one case which happened in December 2019. I applied for a bartender position at Kinkao Thai food restaurant in London and I was invited for an interview. I had been preparing for the interview reading internet articles about communication skills in the interviews and since I had had little experience as a bartender and it was my first job interview in English I had been learning bartending terminology in English. Also the book “Le pouvoir de l'illusion : les secrets de la persuasion, les clés de votre réussite” (The power of illusion: the secrets of persuasion, the keys to your success) by Jacques H. Paget a book about the psychological tricks of magicians and how to use them in everyday life which I read before, was especially useful. At the interview I was calm, friendly, and smiling. My arms laid on the table I was listening carefully to the interviewer without interrupting him, looking in his eyes and confidently answering all questions. My clothes were appropriate to local bartenders clothes and after about five minutes of interview I was asked to come next day in the same clothes for a trial shift. The next day I failed, there was another interviewer, my bartender skills were poor, I was a little nervous, and blinded by the first day success I did not follow the established plan, as result I was denied the job. Despite this failure one week later I got a call from the HR manager of this restaurant (the first interviewer) and I was asked if I am still looking for a job. My conclusion is that: communication skills are important and should be developed permanently, they can be useful in the everyday life as well as in the workplace.

Problem solving skills help to establish the origin of the problem, to examine it and to find an efficient solution. Problem solving can be identified as self-management skill, as communication skill, or as an individual skills category. It can be divided in: listening, analysis, research, creativity, communication, dependability, decision making, and team-building. Problem solving skills probably are the most important skills and the most difficult to develop because the result depends not only on the manager but on each member of a team, if it is a teamwork.

Interpersonal skills are any competencies that facilitates interaction and communication with other people, when social rules and relationships are made, transmitted and modified verbally and non-verbally. The process of learning these skills is named socialization. Education has an important role in socialization. Three years ago I decided to get an education and it should be in a country with the best educational system in the world, Great Britain. What did I need for that ?

1. To learn English language
2. To get an European citizenship for receiving a student loan
3. To move to England
4. To find a job
5. To apply to the university
6. To get the loan

In practice these stages were divided in more substages. In 2017 I hired a tutor and started learning English. Then I went to Bucharest and applied for Romanian citizenship. It was easy because my grand-parents were born in Romania. Two years and six month later I got the citizenship. All this time I was learning English with the tutor and individually. After getting the citizenship I started looking for a job in UK through the internet. I prepared a CV and sent it to the hotels, pubs, and recruitment agencies through the United Kingdom. Finally, one month later I found an recruitment agency which helped me to get a job and to rent a room in London. Two more month passed and I applied to Anglia Ruskin University for a business management course and failed the interview. I prepared harder and one month later I applied to University of Wales Trinity Saint David, London campus and “voilà” I am here preparing for assessments for my first semester of business management. A half of way to my long-term goal is passed, thought in such a long time.

Reflective learning helps to assimilate the information, to compare it with already known information, to adapt it for the learners goals and to put theory into practice. Reflective practice is revising personal background, draw conclusions, and learn from it. Practicing reflective learning develops creativity and critical thinking which are the most principal management skills. Experienced managers and leaders perceive challenges as learning opportunities, such a positive position helps to take advantages where it seems there cannot be any benefits. Result of effective management skills using is achieving personal and professional wellbeing in a performant organization.

References:

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Moodle, CEN module

M. Fastier, Effective Pedagogy, The New Zealand Curriculum, <https://nzcurriculum.tki.org.nz/>

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