

# Reflective Evaluation

LCBB4002

COMMUNITY ENGAGEMENT

UNIVERSITY OF WALES: TRINITY SAINT DAVID

PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

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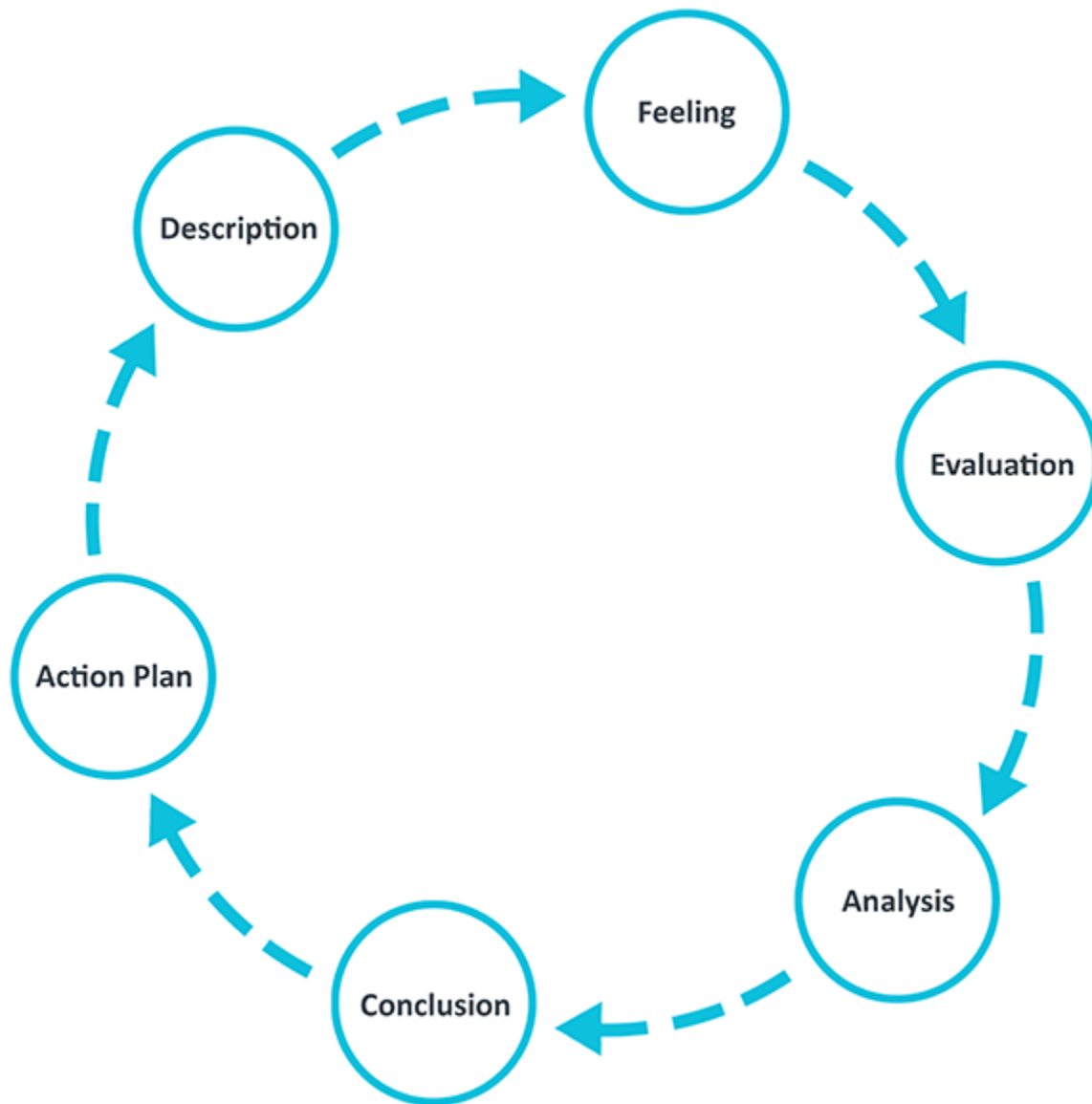
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## Introduction

In this report I will use Gibb's Reflective Cycle. This is a popular model for reflection and include six stages – description, feelings, evaluation, analysis, conclusion and action plan.

Gibb's Reflective Cycle was developed by Graham Gibbs in 1988 to give structure to learning from experiences. It offers a system for looking at encounters and given its cyclic nature loans itself especially well to repeated experiences, enabling to take in and plan from things that either worked out in a good way or went poorly.



Gibb's Reflective Cycle(The University of Edinburgh,2019)

## **Description**

This assignment aims to write a self-critique based on a role-play, and reflect critically upon my strengths and limitations, that relates to the theory and knowledge regarding the use of communication and interpersonal

skills. For example, the role play is between me and the angry customer.

I am a first-year student of Business Management at the University of Wales Trinity Saint David in London Campus. That term we explore three subjects – Accounting Fundamentals, Community Engagement, and Academic Skills. Each topic I have two assignments.

I am visiting the university twice a week, I am a part-time worker and a full-time wife and mom. At the moment I am in the middle of the semester and I examine a group report whose purpose is childhood obesity and I am making research and analysis about Caffè Nero.

## **Feelings**

When I have graduated from high school, the decision which I have to make for my future career seems like one of the hardest decisions that I have to make in my life. I chose to study a business-related course at your university because to me it has always been interested and it offers good opportunities for future development and implementation.

I understand about the university from my friend. In September I checked when is the next term starts. I read a lot about this course and I decide this is exactly what I am looking for. In the next few days, I was extremely excited and I apply online and I started to prepare my documents. Next week I received an email with an invitation for an exam and interview and I felt like my dream will come true. I passed the exam and the next stage was to meet with Dean. I thought about the questions that many times in my head, that when my turn came I was completely sure what I would like to answer.

The time was flying so quick and the first semester began. At that moment I felt very happy and just a little bit unsure and worried.

In week 8 in the first term, I prepared a role-play scenario in the Community Engagement module. The role play was planned to be 5 minutes.

I decide to play my real job position – Shift Leader in Caffè Nero. I felt comfortable to talk about this because of my experience and knowledge about the politics and standards of the company. I felt calm at the begging of the class because I was trained in front of my friend and I did it very well and I was prepared notes for myself as well. The lucky person which was chosen to be first of the front of the class it is was me.

According to Hargie (1999), it is significant that suitable body linguistic is used. When immediately evaluate what body language is telling us, we may take more influence with a vocal message. When there is a disparity between your body language and what you are saying, at that point the person we are connecting with will believe the body language. Building rapport begins with exhibiting suitable body language – being friendly, comfortable and opens. (Hargie, 1999)

Anyway, in the end, as many people come out after me, make me feel I did a great job and I was very happy and proud of myself.

## **Evaluation**

The first semester was extremely challenging for me. I learn to manage my time better and to solve the problem quickly. I deal with the situation to absorb all the information which we need to get in just 10 weeks.

The hardest thing for me is time management. The other challenge was to talk on the front of the people, which make me stepping out of my comfort zone.

However, I am very happy with the feedback which I received.

“You never change your life until you step out of your comfort zone; change begins at the end of your comfort zone.” Roy T. Bennett (2017)

In my little practice with the role-play scenario I learn that I need to give more time to myself to be excellent preparation. For the next time I will work out more to keep my voice loud and my body to show more confident when I am on the stage.

Another bad side is was my capacity Academic English language is not perfect and I am happy that every task which I have like a student makes me more confident in my knowledge.

### **Analysis and Action Plan**

Becoming a student is was a good effort. As students, we are trained to identify, analyze and evaluate the role of key factors, processes, and structures in business and management. I accept this challenge with confidence. I know that I might face a lot of obstacles, but they will be lessons that will make me more feisty to achieve my dreams. The knowledge that I will receive will be very valuable to me and for my future career in this globalized world. I will be prepared to not be afraid of the competition, to think big, to be pragmatic and truly useful.

As a participant in group projects organized by other module Academic Skills, I learned how to work in a team. I learn to be patient, listen to each other, to combine our ideas and to get the best is possible from research, which we make. All state that effective communication within a team dynamic is essential.

I’m ready to deal with the circumstances, whatever they are, by showing flexibility and persistence. I believe that all the young people around the world are closely related, regardless of where they come from, they happen to meet somewhere. And they understand each other easily because ambitious young people have common interests and aims.

One of the hardest things for me was to manage my time between the university, work, and family. For the first in the begging is will be fine, it is just two days in the week. But when I have a few hard mornings to go out from home and I was leaving a crying kid and a messy house, that makes me disappointed from myself and I decide it is time for action. Then I found an article from Ladonna Dennis – 6 Time Management Tips for a Mom-Student. (Mom Blog Society, 2019) The first step is to organize our life is planning. Set the right priorities and choose the optimal schedule depending on your situation. This was helpful to me, and I been started to feel more organized and satisfied.

The detailed analysis of the experiment role play shows affirmative results that I have performed very satisfactorily in my role. I was aware of the mood I had to introduce the customer and I strictly follow the work policy in that situation. I did a good introduction on the Shift Leader responsibilities and what exactly means to be Manager on duty. In my role play, I’ve got two critical situations and in both of them I need to give quick and safety services. I think I did a good presentation on a scenario and finish the conclusion with results from solved problems and the lesson for me.

When I have to prepare similar activities for the beginning I will concentrate on my voice to be loud, to be more confident, to keep eye contact with the listener. For sure I will practice more than once or twice because is important to allocate time well.

To improve the role-play scenario we can use 5 following steps, which was published in MindTools Essential Skills for an excellent career:

Step1: Identify the Situation

Step2: Add Details

Step3: Assign Roles

Step4: Act Out the Scenario

Step5: Discuss what you have learned

### **Feedback**

In my feedback, I evaluate Nikoleta Georgieva with Good for Introduction, Presentation, and Conclusion. For any other comments, I wrote down: She needs to be more peaceful and relaxed. She needs to build the sentences a bit more clearly. She needs to focused on punctuate speech. She has been talking to a different situation than this one I expected to hear about Pandora.

In Nikoleta Georgieva's feedback to me, she is evaluating the Introduction, Presentation and Conclusion with Excellent. For any other comments, she writes: She did a very good introduction and presented the situation very comprehensively. The conclusion was detailed and well explained. She kept eye contact all the time. She presented her role play absolutely clear!

In appendix, you can find the feedback, which was prepared on my role play from Nikoleta Georgieva and the feedback which I made on her role-play scenario.

### **Conclusion**

My soft nature and shy personality often restrict me from making lots of things. I do see my limitations, and I need to improve my voice and confidence. Therefore I need to work on my personality.

## Appendix

**LCBB 4002 Community Engagement**  
Peer Evaluation Role Play Feedback Form

Name of Presenter: *Nikoleta Georgieva* Date: *2.12.2019*

Activity: *Enter the World Pandemic Zone*

|                                                        | Prep | On | Good | Excellent |
|--------------------------------------------------------|------|----|------|-----------|
| Introduction (well prepared)                           |      |    | ✓    |           |
| Presentation (good communication)                      |      |    | ✓    |           |
| Conclusion (time well managed, early end the activity) |      |    | ✓    |           |

Any other comments:

*She need to be more confident and relaxed. She used to talk too quickly a bit more clearly. She need to focused on presentation speech. The role play to deliver a message. She was a expert to hear about Pandemic*

Date: *2.12.2019*

Signature: *[Signature]*

**LCBB 4002 Community Engagement**  
Peer Evaluation Role Play Feedback Form

Name of Presenter: *Stefania Valantova Gogova* Date: *02.12.2019*

Activity: *Shift leader at Cafe Vero*

|                                                        | Prep | On | Good | Excellent |
|--------------------------------------------------------|------|----|------|-----------|
| Introduction (well prepared)                           |      |    |      | ✓         |
| Presentation (good communication)                      |      |    |      | ✓         |
| Conclusion (time well managed, early end the activity) |      |    |      | ✓         |

Any other comments:

*She did very good introduction, ~~and presentation~~ and presented the situation very comprehensively. The conclusion was detailed and well explained. She kept eye contact all the time. She presented her role absolutely clear!*

Date: *02.12.2019*

Signature: *Nikoleta Georgieva*

Feedback from me to Nikoleta Georgieva

Feedback from Nikoleta Georgieva about my role play

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