

Community Engagement

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Reflective Evaluation

ReflectiveEvaluation

Reflection-on-action in the learning process refers to sifting over an event that happened in the near past to take into account new information or theoretical perspectives on available with respect to the experienter's processes, feelings and actions (Shon, D., 1983). A widely used model for reflective evaluation is the Gibb's Reflective Cycle present in the picture below (Gibbs Gr., Oxford Brookes University, 2013)

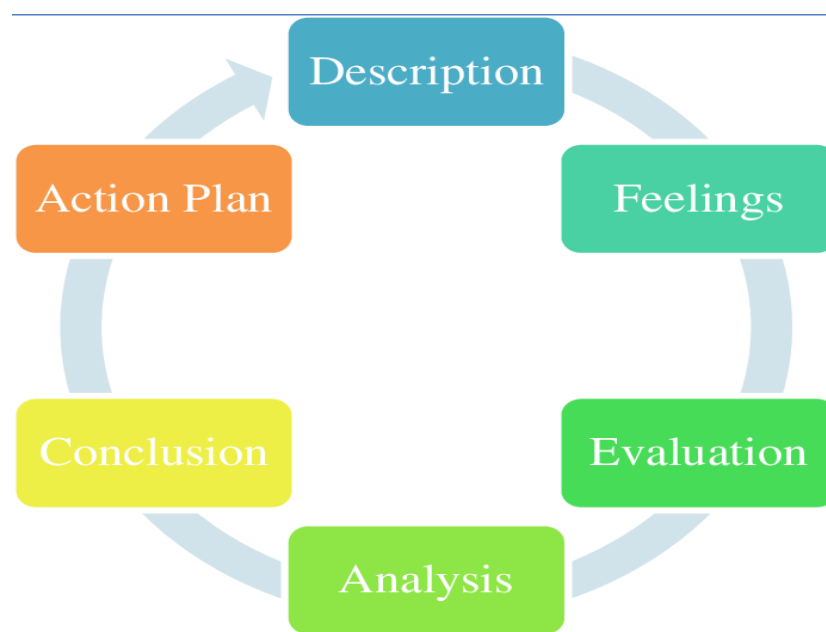


Image source: https://www.researchgate.net/figure/Gibbs-Reflective-Cycle-Source-Adapted-from-Gibbs-G-1988_fig1_303876581

1.Description

In the simulated role play I was in the role of General Sales Manager in Harrods. The experiment was emulating a normal working day for the General Sales Manager, checking out the work email until something unusual happened. I noticed that two of the sectors in our store has lower sales revenue, which made me feel extremely nervous because in one of the sectors - Food & Wine has never been a fall-down since I am in this job position at Harrods. To deal with the situation, I invite in my office the

managers of the two sectors - Beauty and Food & Wine. After I explained them the problem, they are surprised as me again for the same reasons as we have not experience this recently. We talk over the problem and I gave them suggestion to take advantage of the coming holidays, Easter is going to be next week, and to offer some promotions. After the discussion, the managers were given deadline by 3pm to deliver in my office the detailed promotional suggestions which I will try to impose from the next working day.

2. Feelings

I was feeling energized and happy during the presentation, as I did not have any patience to start the role play. For me it was fun and easy experience, I am glad that I manage to perform very good without any panic or stress. Even though I had to play a stressed General Sales Manager, because of the problematic situation, I was not feeling anxious to act accordingly as much as possible and to keep it professional in the same time. Overall, my feelings were positive during the simulation and I felt good.

3. Evaluation

The feedback for my presentation was good to excellent. Two out of three feedbacks have described my role play as professional and clear and the third one says it was ok, or very well. One of the colleagues has evaluated me as very confident and one recommendation from another colleague is to improve my communication. About the conclusion, two feedbacks report it was good and one says that it was quite missing and not full enough.

4. Analysis

The role play was a pleasure experience and a way of learning to me, as I do not feel shy to talk in front of new people. I was having fun while performing the role play and probably that is the reason why one of the feedbacks says I needs to improve my communication. However, I believe a certain level of positive emotions are useful and helpful to cheer up the situation in contrast to be very stressed and negative. Many scholars explain about how important it is to stay positive and in high energy levels when speaking in public. As an article by Tsipursky, G. (2016) suggests, one must use the body well and positive thinking for best results when talking in public or communicating.

5.Conclusion

To conclude, the experience of the role play as General Sales Manager at Harrods was a good practice on my personal skills for communication and emotional intelligence. I am satisfied with my results and the feedback I received is mostly excellent. My confidence during the process helped me to achieve the most of it with almost no extra efforts. The other people involved in the role play also performed well and this helped the whole performance to look realistic and meaningful. The learning outcomes for me are that my confidence is worth and I need to continue to be so relaxed when speaking with communities but also be consistent enough and not in a hurry, so do not forget to close the conversation in a good manner.

6.ActionPlan

For the future as revised in the conclusion, I need to keep my confidence and practice a bit more on the closure. Two of the feedbacks said the conclusion was not meaningful enough or missing, which means I need to improve myself on the ending part of the conversation. Even though the talk is over and the flow of information has gone already, a good closure makes people feel better and gives them the impression that their feelings have been understood. As the speech and voice teacher Jade Joddle explains in one of her articles: "In conversation it's also important to consider whether the person to whom we are talking is looking to exit the conversation. Once you have observed that they look ready to end the conversation, make it easy for them to say their goodbyes." (Joddle, J., 2015). My action plan for the future includes practicing on that and avoid rushing to end a conversation.

References:

Gibbs, G. (2013) Learning by doing. *Oxford Centre for Staff and Learning Development*. pp.17 [online]. Available from: <https://thoughtsmostlyaboutlearning.files.wordpress.com/2015/12/learning-by-doing-graham-gibbs.pdf> Assessed: 4th May 2019

Joddle, J.(2015) How to end a conversation [online]. Available at: <https://jadejoddle.com/how-to-end-a-converstion/> Assessed: 4th May 2019

Schön,D.(1983) The Reflective Practitioner, Basic Books Inc.

Appendix
(Feedbacks)Feedback 1*Peer Evaluation Role Play Feedback Form**Activity: Sales Manager**date: 17.04.2019*

	Poor	OK	Good	Excellent
Introduction (Explanation)				She have greatly introduced us.
Presentation (practical demonstration)				Very professional
Conclusion (How well can you carry out the activity?)		Missing the conclusion		

Any other comments:

She explain a very good her working day. Very professional presentation. She gives clear guidance for the job. She have greatly introduced us in the being of work. She don't have a conclusion.

Feedback 2

Peer Evaluation Role Play Feedback Form

Activity: Sales Manager

date: 17.04.2019

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

Any other comments:

She was confident. Very good presentation. The situation has been played very well.

Feedback 3

Peer Evaluation Role Play Feedback Form

Activity: Sales Manager

date: 17.04.2019

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

Any other comments:

The presented was very well, very clear and professionally. I recommend her to delegate more responsibility on her employee, also to improve communication.