

UWTSD

COMMUNITY ENGAGEMENT (LCBB4002)

Category: London Business School

BA BUSINESS MANAGEMENT

GROUP: 1

Term: 1

Assignment: 2

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- **Reflective Evaluation Report**

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Introduction

This reflection report will be focused on the challenges apart the tasks, the linked emotional processes and their physical expression in the first term at University. Also, will be about what has been learn through assessments tasks of different types. through Gibbs reflecting cycle method used as a way for evaluating and reflecting on situations. (Cumbria,2016)

Gibbs' Reflective Cycle



Source by: EPM Expert Program Management

For me

I am 44 years old Bulgarian citizen who lives in UK from 4 years. From beginning I worked every job which do not require English language because I have had poor English-speaking skills. After one year I improved my English enough to change with better job. My current work from three years is as chef in Italian Restaurant. To carry out this role is important to have many skills as team-work, punctuality, positivity, time management, decision making, leadership and responsibility. In the middle of the summer this year, I tried to cam trough student in UWTSD because according to all information which I read UK Universities is with high quality, also international recognized degree. It was already time to change my work on different direction linked to my experience in Bulgaria as manager and to do something important for my future but for this plan I needed relevant degree which can help me to improve my language skills and to give me deep understanding of Business management theoretical knowledge which can be applied in practice. Likely I have passed the assessment day successful. In the present moment I am first year student BA Business Management course in UWTSD.

DESCRIPTION

The first task assignment which has been given to us was from Community Engagement lecturer was to write evaluative management report of chosen from us organization. My chosen were my current working place. I discussed the company I choose with the lecturer and got approval to write about it. The second task from the same Moodle were related to the first but in Role-Play on chosen role within our chosen organisation. Aim of this task was to develop scenario and to match problem solving skills about the chosen role. (UWTSD-Moodle,2019-2020).

Being given to us also groups reports task assignment from Academic Skills Moodle which aim were to produce full evaluating management report about chosen topic referenced with relevant public literature. We were divided into several groups. Our group was from 5 members and one of the members was chosen from the lecturer to be group leader because nobody from our group wanted to be. The connected task was group presentation about the same topic but with designed from us range of quantitative and qualitative primary data.

FEELINGS

I was very excited when I passed in the assessment day in the same moment scared because I realized how big is the gap between my last educational experience and learning habits because for 26 years the learning habits disappears also skill sets which have to be updated and unfamiliar technology leads to disadvantage compared to my fellow students without those factors. (Start School Now,2018)

Also, I felt completely unprepared because English is my third language and my self-confidence about my language skills was in very low level which was connected to potential poor performance during the lectures and assignments. In first two days over the lectures I did not understand very well the lecturers and I felt very worried of this fact. After couple of weeks I calm down first because I saw the same reaction of my student mates. And second I began to understand better.

During the writing process of the task from Community Engagement Moodle-report I felt very stressed because I did not know what to do very well most of my college-students felt the same way.

In the moment when were time to develop scenario for the Role-Play I felt calm compared to my fellow students. My scenario was based to real situations in my work this fact helped me to develop the story line well. But during the Role-Play performance I felt nervous. The fact that we will be marks influenced stressfully all students from my course. For me and few others reflected to the quality of performance.

The group report from Academic Skills Moodle stressed everyone from our group because was not clear enough what and how exactly we supposed to do.

EVALUATING

The first task to write evaluative management report was very big challenge for me and I believe for all my fellow students. To write in academic style was not easy. This theoretical concept has been given to us from the Academic Skills lecturer and in this task was time to apply that knowledge in form evaluating report from 2000 words. From very early stage I start to write it. The chosen topic was my working place and most of the information I already knew. But I was not sure how to find relevant public information because was first time to looking about in the UK. Under the pressure of my perfectionism I completely forgot that I am in this university to learn how to do it. Then I show part of my work to our lecturer and from the comment of her part I understood that I start my writing in right way.

The second task Role-Play in which we applied our interpersonal skills as problem-solving, time management, verbal communication, engaging community and listening skills. It was not performed well from me because of the stress impact. I did not even imagine that will be problem for me to deliver that kind of simple task according to my good communication skills when I involve my ability to remember. But in the moment when I start to speak my voice start to shake then, all my body started as well my heart rate accelerated. After all that symptoms for me was clear. I am getting heart attack, I lost control of my body and I have had just one wish- to escape. It was my second

panic attack for two months. (National Health Service,2017). I did not escape instead I just stop in the middle of nowhere couple of minutes before deadline time. And I did not deliver my Role-Play like I planned during my rehearse for powerful conclusion and interaction with the audience. Even the excellent feedback from my fellow student for which has been given task to evaluate my performance I knew in this moment that it is was poor.

The final part of the group report was great. The collaboration between us was in good level and most of us were with hi level team working skills. The group presentation part was good. All members except me, delivered very good performance. For me was the same situation like in the Role Play but without previous symptoms when I start to speak the panic attack was immediately fact.

ANALYSIS

In the first term the tasks were related to the knowledges which being transferred to us through lecturers. And skills that should be mastered and applied during the practice different types of tasks. Education is not only the method of acquiring knowledge that affect the learner, but also the learner own education experience. Is the student interpretation of the taught content being his or her capacity to demonstration and show it (Boulet,2015) moreover, was directed to the study of object and topics as reports, presentation and Role-Play tasks. Correspondently finding the relevant sources and referencing them in the writing or presentation process which gives to us practice and improvement of academic writing style. We were introduced how to apply our interpersonal transferable skills which we have been develop during our personal or working experience, into the learning and assignments tasks process. In this way we get an idea of what our strong skills are, or which ones need to be improved. All confusion during the learning process with almost all members of our student class was connected to the fact that 99% of us are Bulgarian and in us country is different educational system. In the UK the student education system has largely left the learner to find the most suitable approach to learning. Most often this is the idea of trial and error, the process is long and often entails mistakes and negative feelings for the student.

Assessment report Community Engagement

On the middle of first term I realized that all this new knowledge and practice helped mi to figure out what exactly must to do when I am writing report about business objects and how to apply whole new knowledges as sector, size, structure, mission, values, goals, costumers, services and deep analyse of external and internal reflective factors on this business into my writing work. I realized how helpful will be everything what we are doing and learning in university days and in-home learning time for university performance moreover it was essential for our future. I was impressed how big progress we have been gained in our understanding about the business world, writing, listening, speaking, and computer skills for this short term. The practice of writing on appropriate computer program helped me to gain confidence in my own writing abilities because the confidence can help me to achieve a style of writing that renders me and my research trustworthy this is the main aim of the writing reports also this style of writing is important when reminding the readers of the value of the concepts in the study. (Bristol,2019). It is yet to be understood how we have interpreted and whether we have handled correctly from the feedback.

Role-Play

My body overreact and hindered potentially good performance I have had limitation based of the stress impact in form panic attack. Similar stress reaction I saw during the Role-Play on few of my

fellow students however some of them managed to deliver good performance, but some of them did not performed very well.

1. Miroslava supervision form

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Peer Evaluation Role Play Feedback Form

Name of Presenter

Date

2nd of Dec

Ameliya Jordanova

Activity:

Gidea Park Hotel

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

Any other comments

Excellent eye contact and body position.
Very good communication skills.
* bit short conclusion. You can present it with more details. You were calm and you delivered the story very clear.
You can add question to the audience to be more attractive presentation.

Signed:

Date: 2-12-2019

From the excellent feedback of my supervisor who has had task to evaluate my Role-Play I realized that just I know about my panic attack experience. I discover how helpful is this task for us because it is giving confidence about public speaking skills also give as experience how to engage the audience. Furthermore, if I resolve my problem with the impact of stress, I can improve public speaking and time management skills. In the time of both presentation we were involved as audience of our fellow students in this way we improved our listening skills and ability to evaluation was gained from this task. Also, the peer's form given as practice to write in a critical but motivating way because must be mastered this type of communication for a future career of manager.

2. My form for the implementation of Miroslava

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Miroslava* Date *02.12.2019*

Activity: *presentation /role-play /*

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

Any other comments

** original way to deliver her role-play. You selected an interesting happening-story which describe your problem solving skills. The introduction part was excellent confident, detailed and complete. Presentation was good but with pactness! You have had excellent eye contact. The audience was well Engaged.*

Signed:

[Signature]

Date:

02.12.2019

From the conversation with the lecturer I understood that the lecturer saw these symptoms furthermore have had different explanations about. But this conversation helps me to realise that some of my habits like insufficient sleeping time, attention of the peoples meaning for me, taking to personal everything, external factors as environment is related to this kind of stress-affected condition.

CONCLUSION

For future manager is important to master all form of communication as listening, verbal and written skills because mastering thus skills can transform to effective leader. From task accomplishment, we learned how to plan, prioritize their execution to be ready by a specific deadline. And this skill will be important to us for the chosen profession first term was very helpful accordingly this. Time management skills are very important when we speak about career in this fast-moving business world and I must improve it. As emotional person I understood that I cannot control my emotions in the moments when is important to do it and that leads to impediments the use of the entire cognitive system (Trezise and Reeve,2014). Learning by doing and applying Gibbs reflective cycle will give chance to perform well in future tasks and to be gained abilities to deep analyse and evaluating skills, clear view and right resolving plan about issues occurring during tasks action. (Cumbria,2016)

ACTION PLAN

Consistently applying all new knowledge to the tasks and remembering that the modules are connected in one direction. Is important to resolve the problem with panic attack with conversation between me and specialist. To improve my sleep habits because lack of sleep affects the necessary cognitive energy for self-control.

Pilcher, Morris, Donnelly and Feigl H.B. (2015) in their recent research found that to preserve self-control, it is important to balance personal effort and choices in such a way that the ability to maintain self-control remains stable while replenishing necessary resources. To work on my time management skills and to improve it consistently. Constantly striving to improve my skills and knowledge because will improve my self-confidence. To find the right balance between school, work and personal life. My personal performance in the university or my future work and personal life will be better if I start to be aware practitioner of Gibbs reflection cycle and accordingly to improve weak parts of different characters likewise are crucial.

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