

Introducing the Modern Workplace

LCBB4003

REFLECTIVE REPORT

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Date: 22/12/2021

DESCRIPTION

I am in my first year of university in the Business Management course. The first year that I am starting to study again in a new country and after a long time.

As our first assignment we were given a group work. This task involved a presentation by a group of five or six people on a new opening of a physical Amazon shop. Our task was to create a PowerPoint presentation which we would then discuss in the course room on the day of the presentation in front of the lecturers and our classmates.

Right from the start the group came to an understanding, each of us chose our own part and each of us searched for any information to create our own part. Then the group decided that I would be the leader of this group, I accepted with enthusiasm.

And up to this point each one of us seemed to have the situation in hand without any kind of problem.

The problems arose later, three days after the first vision by the professor many of us had not prepared anything. We organized a meeting but immediately realized that many of us had nothing to present.

Many of us underestimated the amount of time we had available, so on that day we presented practically nothing.

FEELING

On that day of the presentation, I immediately felt that we had already got something wrong, that we were already off to a very bad start. That this group project would be a nightmare for everyone and for me personally. I immediately thought here is someone in the group who has done his job, someone else has not, and unfortunately everyone has been penalized for this.

As a leader I felt I had failed, I didn't know how to lead my team to achieve the ideal results for us. I even thought about changing groups. I also thought that I no longer wanted to be the leader of that group but to pass it on to someone else in the group. Because I felt useless for this team and that I couldn't manage it.

EVALUATION

After that lesson, I felt that something was lost. It seemed that our teamwork had already started off in a negative way.

But immediately afterwards all the group members acted. Everyone after that failure wanted to pick themselves up and try to react.

I personally started to involve all members very actively with messages and e-mails. I took the situation into my own hands and started to lead my team and have a 360° control.

As a leader I didn't want to wait any longer, I applied the theory "The Good leader just can't wait" (@berneclarke 2017) so I started to demand more of everyone to do theirs within the group timeframe. I started to remind everyone of the timelines we set, I compressed I started to show that I am the first one to respect the dates.

Also, from the whole group I saw a very positive reaction after that lesson. I saw that everyone started to collaborate and listen to me and follow me above all. With the following meetings everyone was at the pace of the group work.

ANALYSIS

All of us in the group have a job and/or a family. The time to study for work and to devote to our private life is very limited. Each of us must organize the best in our time. Each of us has different characteristics and backgrounds and not everyone works in the same way. My task as a leader is to understand and analyses all these factors and try to motivate and enhance everyone in the team.

For this I have seen myself using "Hersey and Blanchard's situational leadership theory model" (Team 2021) (Learning 2019). I used the Participation approach, where I immediately saw a very good response from the whole group. Everyone in the team was participating, everyone could have their say and make decisions for the team. All this was of course under my supervision.

The group was motivated, everyone could talk, and this created a very good atmosphere. If one team member had a problem, all the others were ready to help and support him. We had to create this kind of approach from the first day of the group's creation. But we only started to use it after the problem of non-performance in the classroom. Because we all realized that the only way to achieve our goal as a group is to work as a team.

CONCLUSION

My task as leader had to be active from day one. I had to organize and plan the group's work in advance and set clear deadlines. I read the work and I think I passed the same message on to the whole group. This led to a knock-on effect, that everyone thought time was enough. Time is enough if you start working on your task right away.

We had to start working as a team much earlier, have meetings and discuss the progress of our work. Surely this would have avoided that situation on that day and I think our task would have been even better.

ACTION PLAN

From now on I don't want to say, "We have time". This is one of the biggest mistakes if you want to create a good project. If it's a group project, you have to get together with all the members of the team right away and create a perfect group organization. If it is a single project, you must immediately draw up a timetable that anticipates the work schedule and considers any difficulties.

Another point if I am still chosen as a leader is definitely to start immediately to guide, motivate and supervise my whole team. To have a clear idea from the beginning of the progress of each team member and to guide them from the beginning to reach our goal.

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LCBB4003

REFLECTIVE REPORT

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Date: 22/12/2021

(Description)

I am a student at a university in the north - west of England and I am part of a group , in which I have to present a project about amazon ,management structure , organization , performance .

I'm learning to do projects because I'm in my first year of study , I started presenting my first Amazon project where I presented the introduction of the

project and the conclusion .

The presentation of the project was two months ago , where all my team with ,which I collaborated participated .

After presenting the introduction of the project , I called each colleague in front of the class , and explained what each colleague in this project did.

I was very excited about my first project and very proud of the team I was part of .

The work we put in to create and finalize this project was the result we all wanted and the appreciation of our teacher .

The incident took place in an evening class during which I had to give my first session.

We were appreciated for our work and collaboration , the progress we have made .

(Feelings)

For me ,this experience is a very important ,because it helps me to develop as a person, to know my colleagues ,and the team I work with ,to know their character , and their intuition and performance .

That's why we need teachers with a focus, which we already have with us and who know how to take each of us ,exactly as we are , and help us to know

each other ,to discover ourselves as human beings and to form strong characters ,able to face real life .

This experience made me to feel involved ,first of all I want to thank you my team for the support ,collaboration and I wish very much that the involvement I had , and I have has a great contribution to this project .

I hope my team to appreciate my involvement and dedication to this project .

(Evaluation)

The best thing I have to learned from this experience is that; I learned to listen to the opinions of others , to learn from this experience of my team , to be honest and honest and to develop as a person and to develop my writing and speaking communication skills .

(Analysis)

I don't think it was a bad thing, but I'm still learning to develop my personal life, and to develop as a person and as a person. Good things in this the project went well, because we were a team and we collaborated, and we listened to everyone's opinions, and we applied our ideas according to each person's personality and thinking.

It helps me to continue to develop as a human being, to develop my communication skills, writing skills, speaking skills.

What has helped me to make sense of this project are the very good teachers I have, they are the models, I want to I always follow the experience, a person with experience is sure of it

(Conclusion)

This experience can communicate with people, speak more easily, understand them more easily see things more clearly. I want this course in which I am writing to help me to develop my personal life, career, to I develop with written and spoken skills, to become a good manager, to work for the most prestigious companies, when I have my own business and management experience to open my own business.

Introducing the Modern Workplace

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REFLECTIVE REPORT

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Date: 22/12/2021

Introducing the Modern Workplace is the first object in this semester in which I was given a task and the opportunity to work in a group. We were assigned to a group of 6 people, where each of us chose a topic that we will talk about for 5 minutes during the entire presentation so that everyone is able to impress their opinions from different perspective.

As a team we had to decide who the team leader will be and choose a leader who can guide us through this process.

From the very beginning I felt a little confused and unbalanced, because I am not used to speaking in public, giving a speech in front of colleagues is not as simple as it seems and respectively, something which I do not much have experience about.

The topic I worked on was about the background of Amazon and why they decided to move onto physical store.

Soon I started doing research on this topic, making notes about the history of Amazon, its founder, and the whole development process of this company. For me personally, this topic seems very interesting and decisive, because here I can find some tips on how I could start my own business, what strategies I should apply, what kind of goals I should focus on and which It's the secret to a successful business.

One of the positive impacts on this presentation was the fact that, at each lesson, the tutor explained to us in detail what each of us should do and work as a team, be able to understand that we work for the same goal. That's the whole purpose of teamwork. This also allowed me to achieve my part within the team and showed me how each person can make an impact on the result.

From the first week, I received a file in which I consider that it simplified a lot of what we were going to do. There was an example within that helped the team members on how to lay out the presentation and allowed us to focus more on the steps that were mentioned in that file. Sometime later, the tutor explained to us how it would be correct to place the references in Microsoft Word and Power Point. And next week we came to an agreement to present some of the information accumulated so far.

After certain milestones achieved within the project, we realised working in a group is not nearly as simple as it sounds. We all know that working with people is not easy and conflicts can arise in any team, especially when it is made up of different people who inevitably have different opinions on certain issues. But these differences of opinion can be constructive, so it is important to listen and communicate, thus strengthening our relationship. Each team member has their own work routine and private life balance. Sometimes this could mean we had to arrange some unusual times to gather around to work together. One of the factors we faced was the fact that each of us, while attending university, some of us work, others have families, and it was difficult for us to reach the same common denominator of being present at the meetings group. Another factor would have been insufficient sources of information. There were some sub-points, where we did not find the answers so simple, but despite these situations, the team spirit was not lost, and we tried to analyze each other's difficulties in the group and help each other. We are 6 people in a group of cultures and different races. But nevertheless, we found the common language and I always felt supported from all considerations. During the week, when I presented the actual project to my fellow classmates, it was very difficult for me to control my emotions.

Some of the information I had prepared went out of my head, even in the first seconds when I headed into the middle of the class. That's why I told myself to take my notebook with me, to be more confident. In my opinion it was a good exercise for the final presentation, just as I was advised to change a little bit in the information I already had in slides.

On the day itself, five people were present out of the total number. Our leader was online due to health issues. Everyone was excited and stressed, we had some concerns on how the whole process will go. During the entire presentation, we had the honor of having Mr. Nadeem as our assistant. He gave his opinion on our presentations and even gave us feedback at the end. This was a great reflection for the whole group, and everyone was able to see how they could improve in the future. The thing that caught my attention was the fact that it would have been more aesthetic if I had added a few pictures in the slides, but in general, we presented the whole team well. There is always room for improvement, and we learn by making mistakes. This experience made me understand how important communication between each team member. Normally, everyone should be encouraged to express their ideas without fear or judgement. In good teamwork, it works: $1 + 1 = 3$. Each team member has the right skills, which should be shared with others.

Overall, this project helped me achieve my goals for the purpose. I have a better understanding on how working as a team can help especially when you are stuck at a stage, there is always someone to ask for help.

In the future I can always reflect to this project and see what has gone wrong and what was the best part of working as a team. I would like to say thanks to everyone who took part in this project and special to thanks to Mr. Anup who encouraged us a lot and guided us through the whole process from beginning to end. This was a great teamwork.

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REFLECTIVE REPORT

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Date: 22/12/2021

I'm a student at the University of Wales Trinity Saint David, in the past it seemed like a dream that will never come true. I'm now a student at a very prestigious university. I'm proud of myself, I'm just at the beginning of the road. I will talk about my first experience of communicating in front of an audience.

This was my first work in the group, it was hard, but it was very interesting. I started to feel stressed 2 days before the presentation, and on the day of the presentation I was very nervous, it was the longest day of my life. We were divided into groups, in our group we were 6 people, who each had a different point to analyse. This was a very short 5-minute presentation. My point was "Discuss different tasks and skills that management team of Amazon at Bluewater Amazon store can apply to bring operational effectiveness". At first, I didn't know what to do, how to do it, but I understood because my colleagues and the teacher helped with references and citations.

We were lucky that the teacher gave us a lot of information and was always available to help us with the work. It is very difficult to control your emotions when 20 people look at you. I tried to calm myself down, I tried to control breathing.

I was in front of the class, and I could feel my heartbeat accelerating, my hands were shaking, and I started sweating. At that moment I felt that I did not have the ability to speak in front of the group, I did not know how to sit, I did not know where to look, I felt bad because it was a new experience, I did not know what to expect. I was thinking, "I can do it", "Everything will be fine". All I wanted then was to finish the presentation as soon as possible and calm down. Then I wanted time to pass as quickly as possible.

The only thing that reassured me was that I saw how most of my colleagues were just as stressed. I had this state of stress due to lack of practice and the lack of communication in the front of the group. I think that for most of my colleagues this experience was the first, because I was able to observe all their emotion. The audience was not new, all the people were known, they were my colleagues and the teacher, but then they were all strangers. When the time came to introduce my point, I spoke so fast that I didn't realize what I was talking about. I tried not to read but I needed to remember some things, because I forgot everything I had learned.

It was very hard! The hardest part was standing in front of my colleagues and the teacher. I had a lot of thoughts in my head, and I couldn't focus on anything. It was a unique experience. Honestly, I would not like to have such experiences, but if it already happens, I will have practice.

One thing I enjoy is that I was able to do this and I will be able to do it with more courage. I will not forget this day because it was something unique for me. I had both positive and negative emotions. Our assistant was online with us, if he was present in class the emotions would be much higher. I was calmer because I had no eye contact with him. The feedback from our assistant motivated us to continue to evolve and trust our strengths, these words are a good motivation for us. Now I realize that the ability to speak in public helps you in all areas, it gives you the opportunity to advance in position.

After the presentations I understood that I need to have more confidence in myself and learn more in order to have good results. We need to talk more in the group and train our ability to work in a team. We usually do things alone and when we want to work in a team it is very difficult.

In the future I will have the experience of public speaking, I will know how to gesture and

how to behave in front of the public. In the future I hope to have no more emotions and to feel better, I will prepare more, and I will learn more. I will learn how to make the audience listen to me and how to convey positive emotions to the audience. First, I will learn to speak more slowly in order to be better understood, I will try to keep eye contact with the audience, and I hope to learn to be in the right position and feel relaxed. I will try to speak in front of my friends or in front of my family or maybe in front of the mirror to see my facial expressions. Everyone can improve their abilities, but this requires a lot of time and work on communication and gesturing. Some people trust their strengths others do not.

Anyway, I am very glad that I had such an experience because my goal here is to learn and develop communication and understanding skills. I wish I had the ability to understand people and make the right decisions quickly. It's hard because everything is new to me: language, people, country, culture. I love the culture of this country and the teaching method because it gives us the opportunity to express our opinions and desires. I want to be able to speak in such a way that people trust me and respect me, I think that depends on the tone of voice and positive thinking. I am sure that when I finish university I will be able to do all these things.

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Introduction

Reflection is part of thinking and learning and it emphasises the intention to learn from the prior or current experience. It is a type of thinking designed at obtaining a superior understanding as well as leading new learning. There are many reflection models that help people to reflect on their experiences more effectively. These reflection models are Gibbs reflection model, Driscoll model, Kolb reflective cycle and Schon model. I have worked with my team on an assignment -Organisational Behaviour & Performance and I will reflect on my experience during this assignment with the help of Gibbs's Reflection model. I have chosen this model due to its simplicity and ease to understand.

Gibb's Reflection model

Gibb's Reflection model was created in 1988 by Graham Gibbs to provide structure to learning from experience. It breaks down the previous experience and enables one to reflect upon their experience and enables persons to improve their performance with the help of past experience (Adeani, Febriani and Syafradin, 2020). It allowed me to think systematically and clearly regarding the learning experience. It motivated me to make sense of situations as well as work out how to do better next time. The model has 6 stages which are discussed below-

Figure 1Gibb's Reflection model source-(Adeani, Febriani and Syafradin, 2020)

Description-I worked on a group presentation along with other members of the management team. We had five topics in which I worked on the topic "Analyse the differences between Amazon's physical organisational structure & performance, and online organisational structure and performance". I have to develop a report on the above-given topic (Adeani, Febriani and Syafradin, 2020). I have chosen this topic as I am interested to know about the physical and online organizational structure of Amazon.

Feelings- I worked with my team on this assignment and there are five members in my team. We have five topics and we distributed topics with mutual understanding. The topic of my report was all about the physical and online organizational structure of Amazon (Tanaka, Okamoto and Koide, 2018). I did lots of research on this physical and online organizational structure of Amazon which increased my knowledge about it (Wain, 2017). I

learned how to work within a team as well. Every team member performed their task successfully.

Evaluation- During this presentation, I realized that effective communication is crucial to work effectively with a team and without effective communication, there are higher chances of misunderstanding (Tanaka, Okamoto and Koide, 2018). I have good communication skills but after this work, my communication skill boosted and now I am able to communicate successfully with anyone. The second skill which is important to work in a team is teamwork skill. Time management skill is also vital to complete all tasks on time (Sainz, Ferrero and Ugidos, 2019).

Analysis- I realized that I do not have good time management skills and my lack of this skill created many problems for me during this report. I also realized that my teamwork skill is weak as well. This group work taught me how to work in a team effectively (Tanaka, Okamoto and Koide, 2018). This report is not only boosted my communication skill but also improve my teamwork skill. My writing skill is also improved after this report. I observed that I am not a good problem solver and I need to work on it.

Conclusion- After this report, I have been observed that I have lack time management skills and problem-solving skills. These are two major skills that I need to improve so that I can manage my time effectively and solve problems as well (Wain, 2017). I did lots of research on this topic to get accurate information about the physical and online organizational structure of Amazon which has improved my searching skills. My writing skill is also improved during this report. I realised the importance of communication in teamwork and also learned how effective communication minimizes chances of disagreement and conflicts (Sainz, Ferrero and Ugidos, 2019).

Action plan- After completing my task, I observed that time management and problem-solving skills are important for my future development. These skills also helped me to get success in my professional as well as personal life (Sainz, Ferrero and Ugidos, 2019). I will set goals correctly and set time limits to accomplish a task as it will aid me to improve my time management skill. I will set SMART goals and weekly priorities to improve this skill and it will aid to complete all my work on time (Wain, 2017). Another skill which I have to improve is problem-solving skills. I will recognize the problem as it is important to have a clear understanding of the problem. I will look at all possible solutions before making a

final decision. Brainstorming and creativity are important to find possible solutions to the problem.

Conclusion

There are many reflection models that help people to reflect on their experiences more effectively. I will reflect on my experience during this assignment with the help of Gibb's Reflection model. It allowed me to think systematically and clearly regarding the learning experience. The topic of my report was all about the physical and online organizational structure of Amazon. I did lots of research on this physical and online organizational structure of Amazon which increased my knowledge about it. I have good communication skills but after this work, my communication skill boosted and now I am able to communicate successfully with anyone. This group work taught me how to work in a team effectively and my writing skill is also improved after this report.

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REFLECTIVE REPORT

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Description

I have currently started studies at UWTSD , in business management course , in London campus England.

As I am in my first year , the tutor that is teaching us the module of the introduction in modern workplace asked us to create a group of few members and do a research on the Amazon company , by giving us some topics-questions to answer .After , choosing the members of the group we should decide to which topic individually we would like to do our research . However , all the topics where really interesting and the same time strange . It seemed to me really huge, hard and looks like a lot of personal work needs to be given . As it has been long time since I have been a student , it was really hard to come back sit on the desk and study .In one hand I have chosen to become a student and on the other hand feeling that I could not success to write my name down .

Feelings

My feelings really mixed but the first was how am I going to do a correct research in English and how I could make sure that everything I write make sense. Secondly ,I felt really lost , as I did not know from where to start , how to focus on it and how to feel more confident . in the beginning I believed that I could not achieve even to give the right answers on my individual question . I should start learning how to do the right research from valid sources , actually even about the sources I did not know what makes them valid . I was completely , extremely anxious .The weeks were passing and I started feeling more comfortable , as I focus on the instructions our lecturer gave to us . The instructions received where very useful for the resaerches and how the presentation should like .That time , I started practically to understand what I should do and how . But , the other difficulty was how I could present , that was really stressful .

Evaluation

After all these explanations and advices on how to work on it , everything was looking different and easier to me . However , it was also very useful that all the group we worked as a team , everybody was helping each other , we have done few meetings in order to make sure that each part is having a progress . In addition , we have done a trial for our presentation before the official day , that it was more than useful to take off the anxiety and stress from me .

Analysis

The situation was looking under control , but the problem was that our group was not ready for the trial of the presentation . I was really disappointed from myself and in general from my group . However , that day all of us understood that we are adults and that we have to do our work and have done all our responsibilities . In the end of the day when we finished the lessons , we did a meeting and we started discussing about our feelings and

how bad behaviour from all of us. Although, all this wrong attitude pushed us forward and made us work harder and with more passion. When the next time came all of us we were ready to present . Also ready to hear the feedback from our lecturer in order to improve our project .

Conclusion

In conclusion , I would have done several things different . I should have a provision to understand from early beginning how I had to organise myself and how to be organised within the group as a team member .However,the process of research , to understand of what I was looking for , even the process of how to do a correct research based on valid sources gave plenty of new knowledge and skills to me .Such as, I improved my skills on using the computer , writing and I read a lot of articles , from different authors , scientists .In addition , a skill that is a must to be mentioned , is that I started feeling more comfortable to speak in front of few people . That was and is still is one of my weaknesses that I really needed to improve.This presentation gave me the opportunity to work with it harder.Of course , I am sure that next time will be better and I feel that I am more prepared in every aspect .

Action Plan

In the future , I will ensure that whoever will be my group and whatever the topic is, I have to start working on it since the early days .In that case , I will use my time more creatively and will have plenty of information to be provided for my own work but the same time for my team . Also , will be really useful , instead of just finish my part to start reading few main things about all the project , do researches and keep the most important information . This can give me more knowledge and I could understand better the overall project .In addition , this experience of working as team made me understand that I will also have to follow more academic support sessions about presentations, academic language and academic researches . That will help me to improve my work , will give me more confidence on presenting and definitely prepare me for the day that will start working in a business as a manager . Finally , remains more than two years to work harder , and gain the knowledge and I have to grab the opportunity to learn .