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Module: Ba Business & Management

Assignment: Community engagement Assignment 2

Module Lecture: Tanja Nathan

Reflective report

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Introduction

There is to many cycles of reflective report writing. In this report I will use the Gibbs' Model of Reflection. The Gibbs Reflective Cycle was developed by Graham Gibbs in 1988 to provide a structure for learning by doing. It provides a framework for the examination of experiences and, given its cyclical nature, lends itself particularly well to repeated experiences, allowing you to learn and plan things that either went well or did not go well. It covers six stages:

Description, Feelings, Evaluation, Analysis, Conclusion and Action plan (The University of Edinburgh, 2019).

I am going to reflect on my role-play presentation in this reflective report.

Description

I am currently studying at the University of Wales Trinity Saint David in London campus. This is my first year of Ba Business and management. We have a community engagement subject and after 8 weeks we begin with your assignments. The first assignment was to choose the organisation and write a report about it. In this report, we have chosen a role from that company and, for the second assignment, we are providing a role – play presentation. I have about twenty colleagues and they have all been prepared for different roles. I have chosen to solve the problem between the unit manager and customer.

The reader chooses feedback partners for all of us and lists to write our opinion on the demonstration of our colleagues.

Learning from feedback in many ways is continuous with learning from the representation of learning, but it also means that we learn from circumstances where things go wrong and then we have the opportunity to put the ' right ' behaviour into a further process (Moon,2004).

Feelings

I felt confident of myself when I arrived at the university. I felt professional, and I was dressed like that. I was calm because it was not my first attempt but the first one in front of my colleagues and the lecturer, who still we were not well acquainted with. Though I had little doubt, but I was comfortable because I was well prepared. I presented to many times before at schools in my country and it was familiar for me. Yet immediately I became impressed by the atmosphere and the excitement of the participants. Before the presentation starts, everyone was excited, stressed, anxious and suspicious. I was not the first, some of my colleagues presented before me, shaking one by one in front of the audience. To see them in this circumstance has had an adverse effect on me. I was sixth or seventh in a turn, but my partner, who was supposed to give me a feedback, hasn't arrived yet, and that worried me. I started to present with trembling hands after his arrival, but I was completely focused on what I was doing. After I completed my presentation, I was calmer and more self-assured. After all, I thought I introduced myself quite well. I think now that I do not need to stress that much.

List of my emotions:

- Happiness – because of good preparation.
- Self-reliance
- Excited
- Stress
- Anxiety
- Gladness of finishing the demonstration.

- Pleased
- Proud

Self-reliance is very important for me, because in the future to be more successful, you need to believe in yourself. Pleased and to be proud of that what you are doing is very significant, in order to do more things efficiently.

Thanks to its consequences for happiness, self-reliance has significant theoretical importance in positive psychology. You will probably notice some correlation, or at least potential repercussions for self-worth, self-expression, self-knowledge, resilience, and self-acceptance. So, it's not all about yourself. (PositivePsychology.com, 2019)

Evaluation

I knew my hands were shaking, but I think I used my body language and my utterance to the audience very well. I am very satisfied that I have been able to control my voice. I think that I made eye contact with my colleagues, standing tall and I introduced myself well to the role. My partner, who gave me a feedback, said that I spoke clearly and mentioned every important detail of my story, that I had good eye contact with them, and that I was very self-confident. He marked my introduction, presentation and conclusion with excellence (see *Appendix 2*). I gave feedback to my colleague Anton also, who looked self-confident, unlike me. His presentation was substantive. Presenter was calm and he had a good demonstration. (see *Appendix 1*). I think my weakness in my demonstration was that my role-play was short, because I supposed to speak five minutes. I do not think I have used my time enough. From The observation of lecturer told me that I was dressed professional and used my body language quite well, but I have not completed the time. She told me that I need to improve more my time-management skills. After this experience, I learned that I had to prepare an action plan for time management (see *Appendix 3*).

Analysis

Literally the event went well. My body language was very good, at the demonstration time.

You open the flow of communication when you make eye contact and express curiosity, concern, warmth and integrity. Smiling is an important cue for presenter. Gestures make you appear more indicate that you are listening (Wilding,2017).

People were all listening to me. My close friend Viktoria was really calm and she presented her role-play without trembling hands. I was not calm and comfortable as I expected, I was quite stressed out. I did a lot of presentations to the community, I talked, and similar events, but I've never been so excited before.

Stress is affecting everyone. This is a necessary and essential part of our lives, the inevitable result of the interaction between us and our environment. In the book I read, stress is good for tackling interesting and stimulating tasks, being creative and productive, achieving goals and desires. Here the stress is working to improve our performance (Looker and Gregson, 2010). I was stressed because I made a presentation in a foreign language. I handled my stress very well there. I contribute to kept my tone and my posture in stable condition.

The another thing, that did went wrong was the time-management, which I mentioned above. Time management skills are important because they help you function your tasks in a way that allows you to achieve goals. Well managing your time also allows you to have space with your goals to be creative and proactive (Indeed.com, 2018).

Conclusion

As a consequence, I've been satisfied with what I've done, but I'll try to be more positive than me and not be influenced by the people around me to stop the tension again. I learn from this experience that I need to use the action plan that I have prepared for this assignment, which will help me manage my time. After this presentation, I feel like I have more experience with the next presentations. And I got rid of my stress and excitement in my next presentation, which was Group presentation. After this event, I think I've learned to plan, work and prepare more. I think I'm more confident, more stable, ready and self-assured for the next presentations and exams.

Writing this reflective report has made me see my weaknesses and strengths, and I think my memory is also strengthened by the fact that it's back to that day and that it's trying to remember the details.

Appendix 1

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

Name of Presenter Anton Antonov Date 02.12.2019

Activity: Role-Play Presentation

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

Any other comments

He was very self-confident. Speaks carefully and understandably. His presentation was very good, as well as substantive. Presenter was very calm and he had a good demonstration. Only the conclusion was a short, which is not so significant.

Signed: Azida Mustafa
Azida Mustafa

Date: 02.12.2019

Appendix 2

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Azhda Mustafa Date 02.12.2019

Activity: Role-Play Presentation

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

Any other comments

She spoke very clearly and smoothly. I like that she mentioned every important detail of her story, so that we - the listeners - are made aware of the purpose of the story, most of all, what the problem was and how it was solved. Good eye contact with the listeners and very self-confident.

Signed:



Date: 02.12.2019

Anton Antonov

Appendix 3

Action Plan

Name: Azhda Mustafa		Covering period from: 31.01.2019		To: 31.12.2020	
What do I want/ need to learn?	What will I do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target dates for review and completion.	
I want to improve my time-management skills.	• I need to create my time-management plan. • Planning schedule. • I will try to fill my free time with something important and necessary. • I will read more about time-management. • I will check the libraries and online about books and articles.	✓ Calendar ✓ Checklist ✓ To-do lists ✓ Books ✓ Use the time-management matrix ✓ Use the priority matrix.	➤ Action ➤ Focus on value and at the task ➤ Organisation ➤ Set goals and deadlines for projects. ➤ Break large tasks into their smaller components. ➤ Avoid perfectionism ➤ Assess amount time of waste.	Review dates : End of April 2020 End of August 2020 Completion date: End of December 2020.	

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