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Community Engagement

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Introduction

I will describe the reflective model of Gibbs along with its nature and the purposes of the model to comprehend the experience I have while working at Eddie Stobart. In my experience while working there I had to face different skills requirement when I realized about the skills that work as my strength. However, I also encountered the skill deficiency that had created hindrance in performing my responsibilities.

1. The Nature and Purpose of Reflective Practice: Gibbs Model of Reflection.

According to Hickson (2011), the first step of Gibbs model inspires to describe the situation in which learning environment resides in. the second step consists of the feelings that I have towards the learning experience and these feeling might be about whether the experience was hard or tough for me, or it can be whether the experience was more confusing, or it can be about the ways my supervisors felt about my way of performing responsibilities.

Description	What happened?
	When did it happen?
	Where did it happen?
	Who were involved?
Feelings	What did you feel leading up to the event?
	What did you feel during the event?
	What did you feel after the event?
Evaluation	What went well during the event or activity?
	Why was that?
	What didn't go so well?
Analysis	What you have learned from the situation, event or activity
	Positive and negative things and/or problems you experienced will be written down
Conclusion	What will you do differently if the event, situation or activity were to happen again in the future?
	Which skills do you need to develop yourself in a similar event, situation or activity?
Action plan	Actions are developed for future situations, events or activities

Figure 1: Nature and purposes of Gibbs Reflective Model

Source: (Black and Plowright, 2010)

Brockbank and McGill (2012) stated that evaluation step in the reflective model assists us in recognizing the good and bad side of the experience and reasons of the experience being good or the reasons for the experience being a bad one. While evaluation step helps us in learning from the experience, analysis tells us about the ways we can apply or change while doing the same task in the future. This leads to the conclusion step which is defined by Wareing (2017) as the step to decide the skills we might require to perform the task in future and the things to avoid to make the future experience void from the bad sides. After deciding the list of skills and things to avoid, the last task for us to maintain it as we have planned so that we can ensure that we have learned the knowledge from this experience to apply in future situation.

2. Personal Experience at Eddie Stobart and Learning Outcomes from working at Eddie Stobart.

My work experience in Eddie Stobart was good as I got a friendly environment where I was able to easily ask about anything I wanted to know. Senior managers and my supervisor were really helpful in making me understand about the work I was doing and training from them made my work more comprehensive.

During working as a driver at Eddie Stobart, I found myself to be need of some skills and I also encountered the need to bring some changes in my way of doing the tasks. As I was communicating with the customers, I noticed the communication gap due to my lack of asking and clearing about the delivery by talking freely with the customer. Moreover, due to my lack of experience in using navigation frequently, I faced some problem in finding the address of the clients provided by Eddie Stobart. According to Grant (2017), CPD plan is a good technique to express the required skill to be learned to do the task properly and I used this to list the activities I needed to do for myself more competent.

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 duration for review and completion
<i>I wanted to be able to communicate properly with the customers.</i>	<i>To be able to communicate better, I will ask my supervisor about the things I need to be clear while delivering to the client. I will try to learn effective communication skill from studying the book, How to Talk to Anyone: 92 Little Tricks for Big Success in Relationships By Leil Lowndes.</i>	<i>Support from my manager regarding onsite training</i>	<i>I will be able to communicate effectively with the customers</i>	<i>1 month</i>

<i>I wanted to be able to use navigation system of the cars.</i>	<i>I asked other drivers who have been working here for years to teach me about the navigation system.</i>	<i>Support from the peer and self-practice.</i>	<i>I will be able to find location easily</i>	<i>Two months</i>
<i>I wanted to learn time management</i>	<i>I studied some books and learned navigation system along with the trial to prioritise my deliveries to maintain timeliness.</i>	<i>Support from the manager regarding prioritisation and suggestion about this.</i>	<i>I will be able to deliver on time</i>	<i>One month</i>
<i>I wanted to be able to abide by traffic rules properly and have patience</i>	<i>I read about the traffic rules to be followed by the driver while driving in the highways. Also read some articles about the ways I can have patience while staying in long traffic jam.</i>	<i>Support from the manager about the list of rules to maintain</i>	<i>I will be more concentrate and less error will occur.</i>	<i>One month</i>

3. Relationship between applied Theories and Experience at Eddie Stobart

As I needed to improve my communication skill, I tried to apply the Johari Window model that helped me to understand the topics that I am allowed to tell the clients and the topics about which I can ask the clients. As described by Krizan (2011), this blind spot of this model also allowed me to eradicate my habit of saying some words frequently as coin words. The hidden area, defined by Becker and Wortmann (2009), assisted me to keep some information to myself and saving me from oversharing information about myself with colleagues or clients.

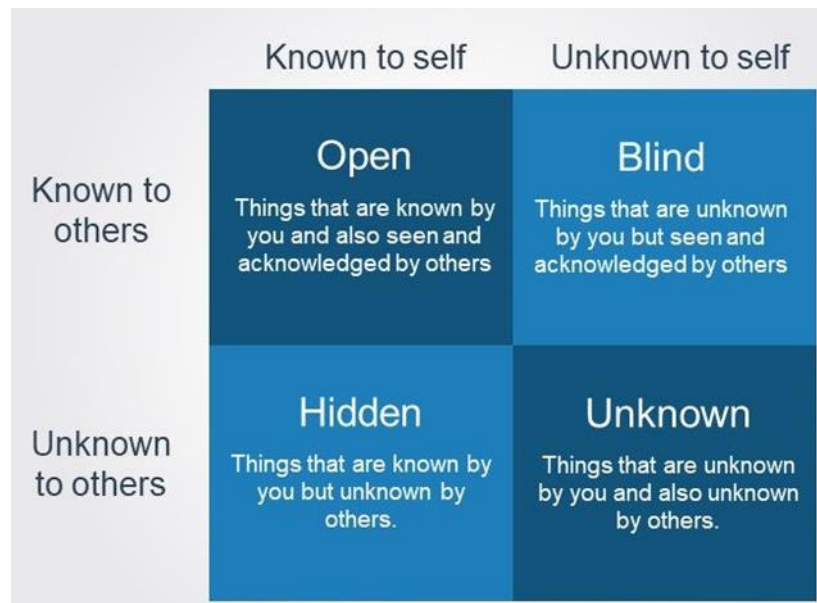


Figure 2: Johari Window model

Source: (Rai and Rai, 2009)

Another theory that was used by me in my work was the time management theory which is defined by Beebe et al (2015) as the way to understand the value of time to use it properly in activities to gain the most efficient level in work. According to this theory I organized my work according to the priorities and divide the time accordingly so that I can deliver timely.

4. Key issues encountered during Acting as a Driver at Eddie Stobart.

Main issue that I encountered in my work was the complaint from the manager about being late. While working as a driver at Eddie Stobart, an issue encountered by me was the complaint made by manager about being late to deliver to the customers. The reason behind my being late was due to the new environment I was working in where it took time to adapt with the environment. Moreover, it was difficult for me to understand the navigation system in their vehicles as I had lack of experience in handling such vehicles before. While delivering to the customers, I often had difficulties in finding the location due to this problem. Moreover, my prioritisation in dividing my work hour was also liable for being late to deliver to the customers. When the manager complained about my being unpunctual in the deliveries, I pinpointed those reasons. According to Solomon and Theiss (2013), issues faced at workplace can be easily solved when employees are conscious about the reasons behind the issue. For this reason, I pinpointed these reasons that also helped me to find out the solution to this complaint.

As I was facing problem regarding adapting into the new environment, I tried to talk more with my colleagues and senior managers to find out the way of their work style. Observing their work style gave me ideas about the ways I can improve, for example, another fellow driver made prioritisation list before starting to deliver from door to door. Following this work style, I started to make my own prioritisation list and also I divided my time according to the expected delivery time demanded by the customer so that I can be there on time. While dividing time, I tried to allot some extra time as it was still difficult for me to understand the navigation system. For the next step, I asked my colleagues about the ways navigation system work in the vehicles and I also asked my manager to train me in this certain case. After telling so, my manager asked one of my colleagues to help me to understand it.

One successful trait: While working there, one of my successful traits was the presence of my driving skill. Working as a driver, concentration and patience while driving is crucial to ensure safety and maintenance of regulation. During my working period in Eddie Stobart, there was no accident or any hindrance due to my driving. Moreover, I was efficient in handling parking in small spaces without damaging the vehicles. This trait helped me to gain the trust of the customers even though I was late in deliveries. Even the managers at Eddie Stobart was satisfied with my driving skill.

5. Feedback form from Peer's Supervisor at Eddie Stobart.

From peer 1, I get to know about my lacking in my management of time. I was already struggling with it but the advice from peer 1 helped me to plan my task better and planning the task really improved my timeliness. Due to my task management, I could know beforehand about the time I would require to deliver. As I was planning ahead, I was considering about traffic and other variables for which I might be late in delivering to the customers. As said by peer 1 "Eddie Stobart thrives to provide the most efficient delivery", I tried to be efficient in my use of resources and also be timely in my deliveries. The advice to plan my tasks assisted me to understand the importance of prioritisation which I will be able to apply in future too.

From peer 2, the advice I got was "...to be not nervous about using a new system rather take it as an exciting thing to learn". His advice really helped me to understand the reason behind my difficulty with the navigation system. As the system was different than other navigation, I was nervous to use a new system. Moreover, this nervousness was also hampering my way of finding new location using my own knowledge. This assisted me to understand that I was little bit of rigid in adapting to the newness of my workplaces. This advice helped me in understanding my nervousness and I was able to eventually get rid of it and learned to use the navigation system better.

Peer 3's feedback helped me in developing my communication problems. Even though I was trying to apply theoretical model in practical environment, the feedback from my peer helped me to understand different aspects of communication by talking with other peers. Feedback from peer 4 was helpful for me to get rid of the complaint against me which was delivering late to the customers.

Conclusion

This assessment helped me to realise the experience that I gained from working for Eddie Stobart. Application of reflective model was helpful in understanding the skills that I had and the ones that I need to achieve. Overall, it helped me to learn better about the skills which I can apply in future.

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Appendix

Feedback Form

Peer 1:

“Your workplace behaviour is really good and it is really fun to work with you. Your work ethic is really admirable. However, your time management skill should be improved as being timely is a crucial point for Eddie Stobart that thrives to provide the most efficient delivery service to the customers. Being late in delivery will earn the company a bad reputation and so as drivers we have to be cautious about this matter. For managing time, you can write down your tasks for the day and allot time for each work before rushing to doing everything at once that will save your time. You're already good with being friendly, try to apply that while talking with the customers. This trick helps us to get more reputation for the company.”

Peer 2:

“Working with you was fun because of your effort to learn everything. You are really adaptive in getting to know about the culture of this organisation. Your empathy in understanding others is really something that makes the workplace better. As you were struggling with the navigation, I tried to help you as much as I could. Few additional notes for you is to be not nervous about using a new system rather take it as an exciting thing to learn. Moreover, your hard working skill is something you can hold into for future.”

Peer 3:

“Even in a completely new environment you were really fast in learning the way around. Even though I didn't work very long with you, I have seen your working spirit and the efficient manner of yours that you maintain in performing the tasks. That's really admirable. But you need to work into your communication skill with the customers. Trying to be aware about your work papers more and talking more with your colleagues will definitely help you in this case.”

Peer 4:

“Hard working nature of yours is really something I respect about you. Your efficiency in driving makes you really a good employee for the company. But the company really thrives for the customers and the complaint about you being late can hurt the company's image. To improve this, you can try to learn the navigation system better and devote your time more in planning your delivery time tables to ensure your timeliness.”

CBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Olivia Pereira* Date *19.12.2019*

Activity: *Random case customer serv.*

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

Any other comments

- *Listening the customer.*
- *Reasonable negotiation for customer.*

Signed:

*Deed-
Vlada Popov*

Date: *19.12.2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

OLIVIA PUGH

Date

Activity:

ANYONE CUSTOMER SERVICE

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

Any other comments

Doesn't feel so confident. Olivia is losing
his time instead to help the customer.

Signed:

Stewart Pugh

Date:

13.12.2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Puettin Oviak Date 18.12.2019

Activity: Amazon Care Customer Service

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

Any other comments

Showing more empathy towards
customers.

Signed: ARAGOS HECULA Date: 18.12.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Ovidius* Date *19/12/2019*
Activity: *customer service Assistant*

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

Any other comments

Introduction of the role play was clear, role play was ~~not~~ planned. But as a customer service assistant your communication skills team working skills and most importantly inter-personal skill should have been improved.

Signed: *Sol Fabus* Date: *19/12/2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Puchin Ovidiu* Date *19.12.2019*

Activity: *Core customer service*

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

Any other comments

Signed: *Affeni
Sabriel*

Date: *19.12.2019*