

Lexi Keedwell

Who Cult

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## Evidence

### Reflection piece -

Reflecting on my work in a coffee shop, I gained many valuable skills and insights which helped me apply psychological theories to real world situations. Using Gibbs' Reflective cycle (1988) as a framework for this task, I will be reflecting on my placement through six stages; description, feelings, evaluation, analysis, conclusion, and action plan. This will discuss the skills i have developed and challenges I have encountered and overcome.

### Description

During my placement, I worked as a barista in a busy coffee shop which also serves a community hub where a lot of regulars come in and socialise. My role involved customer service, preparing orders, managing stock and working as a team with my colleagues. The environment is often fast paced on weekends, meaning i had to multitask, resolve conflicts under pressure and interact with a range of people. However, on weekdays the environment was very slow paced which allowed me to interact with regulars more and to build on my active listening and empathy skills, which are very important skills to have.

### Feelings

Initially, I felt that I wouldnt learn many skills or be able to apply them in a fast paced environment but I was wrong. I enjoyed the social aspects of the job and found satisfaction in helping customers, mediating and resolving conflicts and socialising with customers. There were many moments of stress, especially during peak hours but I felt a sense of accomplishment when i successfully navigated challenges. According to Gibbs (1988), reflecting on feelings is crucial for understanding personal reactions and their impact.

### Evaluation

My placement offered positive and challenging experiences. I developed key interpersonal skills, including active listeneing, self-management, conflict resolution, pro- activity and teamwork. although, managing stress and difficult customers under pressure was a challange, I believe it has helped me figure out how to balance empathy with professionalism. I now understand how small, everyday interactions can significantly impact a persons day. I was also introduced to new experiences, such as

managing challenging customer interactions and resolving conflicts in a professional setting. A surprise I have taken from the placement is how often customers and regulars would open up and talk about personal problems in a casual manner, this reinforces the importance of creating a safe space and presenting yourself in a calm and trustworthy manner. Throughout the placement, I experienced a range of emotions including, the initial anxiety of being in a fast paced environment while trying to gain knowledge and insight for my placement. Although that was an initial worry, I feel as though I have succeeded as I have been able to gain more knowledge and develop many new skills.

### Analysis

One of the most valuable skills I developed was active listening which is a fundamental component of counselling. Active listening helped me understand customers' needs, specifically when they had certain requests or complaints. By listening attentively and validating their feelings, I was able to resolve the situations. This aligns with Rogers' (1957) concept of unconditional positive regard, which emphasises empathy and understanding in building trust and rapport. By developing my active listening skills I also learned how it can be used in such brief exchanges with customers.

The coffee shop environment often tested my ability to manage stress, especially during busy shifts. Using stress management techniques such as deep breathing and mindfulness (Kabat-Zinn, 2003), I was able to maintain focus and provide professional composure.

The coffee shop offered a loyalty program where they would give a free drink to those who have bought eight drinks. This strategy encouraged repeat visits which helps us as workers build a rapport and relationship with customers. For example, remembering a regular's coffee order.

Handling conflicts with customers and colleagues was another area where counselling skills were needed. For example, dealing with a situation with an upset customer required emotional intelligence and empathy. By acknowledging their frustration and offering solution based answers, I was able to solve the issue effectively. This experience reinforced the importance of empathy, self regulation and interpersonal skills in conflict resolution.

Working within a team highlighted the importance of group dynamics and leadership styles. Our team is very close knit and we do not communicate as employees but rather as friends. My manager's approach to her colleagues is very friendly and she sees her team as equals. We transferred this approach to our customers, providing them to have

a sense of safety and trust with us employees. This approach boosts team morale, productivity and positivity, it also provides encouragement and motivation to do your best. This aligns with Lewins (1939) research on leadership styles, which suggests that democratic leadership creates a healthier environment which leads to satisfaction for employees.

### Conclusion

Reflecting on my placement, I recognise the personal skills I acquired. The skills I developed were communication, multi tasking, stress management and conflict resolution using only solution based questions and answers. I believe these skills will aid me later in life with my career. I feel that I need to work on balancing empathy with professionalism as that is a key component of counselling.

### Action plan

Based on this reflection, I plan to build on the skills and insights I have gained during my placement. Firstly, I will continue to practice and develop my active listening and empathy skills in everyday interactions as they are extremely important. Secondly, I will apply counselling theories in other practical settings to enhance my ability to turn lessons into practice.

### Pictures from placement





All people consented to being in photos

#### My work placement mission statement -

“At who cult, a coffee and donut shop, we are dedicated to making the freshest, biggest and tastiest donuts in wales. While creating a welcome space where communitiy and connection thrive.”

#### a scenario which demonstrates active listening and the use of further counselling skills

On one occasion, a regular customer came into the shop visibly upset while ordering her coffee. When I recognised her demenor, I used empathy and active listening skills to create a safe space for her to open up. I used an open ended question asking if she was okay, which encouraged her to open up about why she was feeling upset.

### References for evidence

Gibbs, G. (1988). *Learning by doing: a guide to teaching and learning methods*.

Rogers, C.R. (1957). *The necessary and sufficient conditions of therapeutic personality change*. *Journal of consulting psychology*, 21(2), 95-103.

Lewin, K. (1939). Patterns of aggressive behaviour in experimentally created social climates. *The journal of social psychology*, 10(2), 271-299.

Kabat-Zinn, J. (2003). Constructivism in the human sciences, 8(2), 271-299

The University of Edinburgh. (2024, October 15). Gibbs' Reflective Cycle.

<https://reflection.ed.ac.uk/reflectors-toolkit/reflecting-on-experience/gibbs-reflective-cycle#:~:text=What%20happened?,did%20you%20want%20to%20happen?>

## Appendices

### Information form

| <b>Placement Information Form</b>                                                                                                                                                                                         |                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name of student:</b>                                                                                                                                                                                                   | <b>LEXI KEEDWELL</b>                                                                                                                                                                               |
| <b>Proposed placement setting and address:</b>                                                                                                                                                                            | <b>WHO CULT COFFEE AND DONUTS</b>                                                                                                                                                                  |
| <b>Proposed dates of placement:</b>                                                                                                                                                                                       | <b>September 2024 - January 2025</b>                                                                                                                                                               |
| <b>Name and position of contact:</b>                                                                                                                                                                                      | <b>Alice Harding - manager</b>                                                                                                                                                                     |
| <b>Email address:</b>                                                                                                                                                                                                     | <b>lexikeedwell13@icloud.com</b>                                                                                                                                                                   |
| <b>Telephone number:</b>                                                                                                                                                                                                  | <b>07359853495</b>                                                                                                                                                                                 |
| <b>Is a DBS required for you to attend this placement:</b>                                                                                                                                                                | <ul style="list-style-type: none"><li>• Yes</li><li>• No x</li></ul> <p>If Yes, have you applied for this?</p> <ul style="list-style-type: none"><li>• Yes applied on _____</li><li>• No</li></ul> |
| <b>Explain how your role in this organisation/on this placement meets the criteria for the assessment for the module</b><br>(e.g., what duties/tasks will you be undertaking that are relevant for the module assessment) | I will be making coffees and talking to regular customers                                                                                                                                          |

I have spent 360 hours on this work placement

Ai acknowledgement – I used AI to proof read my portfolio