



Name Of Student: HALIP DENISA-IOANA

Student's ID: 1906818

Assessment Title: Reflective Evaluation

Module Name: Community Engagement

Module Code: LCBB4002

Module Lecture's Name: Mohamed Kalam

Table of Contents

Introduction.....	3
Part B: Reflective Evaluation.....	4
Demonstrate of a clear understanding and the ability to depict the nature and purpose of reflective practice in line with relevant model.	4
Detailed reflection on personal experience in line with the organisation discussed in Outcome 1 and what has been learnt throughout the activity.	5
Reflection on the relationship between relevant theory and the experience.	6
Conclusion	8
CPD Plan.....	9
References.....	10

Introduction

The development of an individual is a rigorous process and everyone has to go through this. But it is more impactful for an individual if that individual works on a community. That helps the individual to blend their skills and thoughts with one another. And through this, they can reflect that procurement in their real life and that leads them to get their ultimate objective.

In this reflective evaluation, first of all, the purpose or the objective of reflective practice has been disseminated and regarding this, relevant models have been illustrated in line with proper mechanisms. And then, real life experiences have been synchronised with relevant theories. Lastly, the pitfalls or lacking were presented and how this journey was that was portrayed in detail.

Part B: Reflective Evaluation.

Demonstrate a clear understanding and the ability to depict the nature and purpose of reflective practice in line with the relevant model.

Reflection of procured knowledge denotes the proper and full implementation of someone's learning (Osterman and Kottkamp, 2013). If someone becomes able to reflect his or her knowledge in practical life he or she becomes confident to man up and not to give up anyhow. And in this section, the purpose of reflective practice will be limned. Most importantly, this reflective approach or practice helps an individual to develop himself or herself so that he or she can demonstrate his or her knowledge in practical scenarios effectively. Another purpose is to relate our thinking with the actions by scrutinising all of the aspects in real-life scenario. And it also assists us in synchronising what has been accomplished by us in line with the consequences. It is a continuous process of self-assessing, considering, practising and teaching effectively (Petkus, 2010). This is the most protractive purpose of this reflective practice to maintain the flow of this continual process so that the individuals can perform their tasks in a sequential way. It also helps to react proactively in line with prior knowledge. Next, it is an approach of dealing by reporting with the feedbacks and reviewing. In terms of revising and reworking, knowledge can be morphed into reality. It helps to perceive a reflective model by incorporating the planning with action to get the result.

Reflection in action refers to the reflection in the present situation. And reflection on action refers to the reflection in the past situation. This another purpose of the reflective cycle to incorporate the knowledge in line with a disciplined manner. In this regard, various theoretical models can be used to show how actions can be approached. First of all, the most prominent model is Kolb's Model (Abdulwahed, 2009). It is prominently known as the learning and experimental model and in this model it is seen how the concrete experience can lead to active experimentation. First of all, an individual tries to feel the assigned tasks as a reflector by experiences and then as a theorist, the individual tries to assimilate his or her experiences by thinking and watching properly. After that, as a pragmatist, he or she tries to relate the experiences with the reality with proper converging and thinking. And lastly, as an activist, the individual tries to experiment activity for prolific materialisation. And thus reflective practice helps to feel the acquaintance of individuals with its theoretical and materialistic purposes. Apart from that, there is another model that is used for the materialisation of experiences and thoughts procured throughout the study.

This known as Gibb's Reflective Model (Potter, 2015). In this model, first of all, the individual tries to apprehend what is going on and what has happened. And he or she tries to work on this by thinking about how to solve the occurred problem. The pinpointing the related factors he or she gets on evaluating and analysing. After that he or she concluded so that the action plan can be that with the congruence of previous one. Thus reflective practice helps to maintain the continuity in line with the knowledge and activities they are assigned to.

Detailed reflection on personal experience in line with the organisation discussed in Outcome 1 and what has been learnt throughout the activity.

In the first outcome, it has been shown that transferrable skills help an individual to get acquainted with the organisational requirements. Regarding this, the individual can procure the required result by reflecting his or her experiences. In this section, I will share my personal experiences how I have reflected my experiences in my workplace And for that we worked tooth and nail to accomplish this task. First of all we felt the intensity of that and analysed the consequences in the market in line with the industry and market analyses.

Apart from that, after analysing the market and industry I have found that this project is good to have and move. Then I also analysed some historical data in line with profitability and sustainability. Then I talked with many people how to ease this difficult task and how to develop a valuation model. And it is mentionable that, for that I had to interact with a lot of people and input a ton data. But it helped me a lot to understand how patience and perseverance can make oneself believe that he or she can do anything. That enhanced my communication skills and developed my analytical skills. I had to peruse many articles, journals and videos to know how to develop a project plan and draw a proper conclusion. And I became able to organise a model through which I did input all raw data and got an automatic result and this is now used for any proactive solution. Actually, this was a very hectic and stressful work I have ever done. Throughout this process and reflective learning cycle, I have learnt that nothing can put bar before you if there is a passion to work on and a time frame to follow with proper discipline.

Reflection on the relationship between relevant theory and the experience.

In terms of Kolb's model, the reflection can be incorporated. In line with this model, I tried to relate this theory regarding my self-assessment and my own experiences and my capacities.

First of all, in terms of concrete experience, I tried to accumulate the theoretical knowledge that I had in my student life. And in this step, I tried to relate this theory regarding my self-assessment and my own experiences and my capacities.

This divergent knowledge permitted me to reflective observation. And in this regard, I tried to assimilate knowledge to get permission for abstract conceptualisation. In this regard, I strived and left no stone unturned to know how to synchronise my capabilities and how to organise my resources to have proper research for my accomplishments. And I got started for making me placed for proper movement. I started watching and apprehending what is actually going on. Regarding this, I gathered the information that is related to I project and looking over the trend and potential propensity. After that, I started scrutinising that information to have a synchronisation of convergent solutions. I selected some variables and relate them with some other variables to have regression so that the motive can be retrenched. And in this research, I have found that this project is viable enough to sustain and I can adopt this if it can occur that there is possibility of mending up.

Regarding this in line with accommodative knowledge by figuring out the standard deviation and other discrepancies, I have tried to draw a conclusion that this project will have a prospective future which can be helpful for reviving the projective profitability and boon for the company. And regarding this, in line with the mentioned theory, via apprehension proper concrete experience has been reified and via intention that knowledge has been transformed for abstract conceptualisation on the real concept. And after that, via comprehension active experimentation is done and transformation via extension, active experimentation is tagged with concrete experiences again in that sense that if I face this kind of situation I should follow this disciplined process.

Apart from that, I had another experience over a Customer Service Manager where I had to converse with many customers and for that, I had dealt with many customers. In a conversation, I had to deal with a customer who has lost the receipt which was the only proof that he bought a product from us. But to maintain courtesy and the request over this customer, I traced this order and placed this order and tried to compensate. But as our rules depict that we cannot return the money but against that we can give the scope to buy something new in accordance with this price lin. And I managed to convince that customer by evincing that it is against our rule to return the money. And lastly, he understood and got back his goods happily. Another customer claimed that his product is faulty and he wants to get back the money but he does not agree to return the product. But it is not possible for us to return the money as we said and we took the time. And one day he came but we said it is not possible and after a longterm negotiation, we told that we can return some amount of money after deducting the money from the newly bought product and that is how I tackled. After that, I had to face many problems like that I need to bear a lot of unintended voices that I do not want to hear and to not lose their accompany and not to lose the reputation of the organisation I try to maintain the calmness and leniency in my work and that is how I carried out my responsibilities and I am currently working on my negotiation skills by interacting much with people.

Conclusion

Community engagement is a must task in an organisation. If the concerned people in an organisation can be corroborated properly then it becomes quite tough to go on. And in this regard, the organisation should focus on community based working so that they can get comfortable in their workplace and they can move together in line with their accomplishments. In this regard, the ups and downs and the ultimate success have been drawn as the conclusion in this afore mentioned assessment.

CPD Plan

Name: HALIP DENISA-IOANA	Covering the period from: Sept 2019 To: Oct 2022
---	---

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 be more communicative with people, to have more confidence in my own strengths without feeling marginalized.	I will read books on personal development and try to practice this on my friends.	I will need the support of the people around me to overcome the fear of being judged by people.	I will be able to communicate with people much easier both privately and publicly without fear.	<i>End of June 2020</i>
I want to improve my business negotiation skills.	I will follow courses in this regard.	Assistance from the boss but also from the colleagues.	I will be able to negotiate everything successfully and I will have more confidence in myself.	<i>End of Dec 2020</i>
Complete 3 years of BAM (Hons) Business Management	I will read books, I will search the internet for details to help me complete the assessments for each course.	I will follow the lessons teaching programs at the course.	The success of the progress will be measured by the completion of the course and will be given by improved skills to negotiate, to control a situation, to make the connection between theory and practice.	<i>The progress will be reviewed and completed throughout the period Oct 2019-Oct 2022.</i>

References

- Abdulwahed, M. and Nagy, Z.K., (2009). Application of Kolb's experiential learning cycle. *Journal of engineering education*, 98(3), pp.283-294.
- LaBoskey, V.K., (2014). *Development of reflective practice: A study of preservice teachers*. New York: Teachers College Press.
- Loughran, J.J., (2012). *Developing reflective practice: Learning about teaching and learning through modelling*. Routledge.
- Osterman, K.F. and Kottkamp, R.B., (2013). *Reflective practice for educators: Improving schooling through professional development*. Corwin Press, Inc., 2455 Teller Road, Newbury Park CA 91320.
- Petkus Jr, E., (2010). A theoretical and practical framework for service-learning in project management: Kolb's experiential learning cycle. *Journal of Marketing Education*, 22(1), pp.64-70.
- Potter, C., (2015). Leadership development: an applied comparison of Gibbs' Reflective Cycle and Scharmer's Theory U. *Industrial and Commercial Training*, 47(6), pp.336-342.
- Sergiovanni, T.J., (2018). *The principalship: A reflective practice perspective*. Publication Sales, Allyn and Bacon, Longwood Division, 7 Wells Avenue, Newton, MA 02159 (Order No. H88511; \$34.95).

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

HALIP DENISA-IOANA

Date 12.12.2019

Activity: CUSTOMER SERVICE IN LIDL

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

Any other comments

introduction was good.
very good presentation!

Signed: IONELA NICOLETA CILIPLEA

Date: 12.12.2019.

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 12.12.2019

HALIA DENISA-IOANA

Activity: CUSTOMER SERVICE IN 2102

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

Any other comments

--

Signed: ROBERT MERGHISESCU

Date: 12.12.2019



LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Derisa*

Date *12/12/19*

Activity: *Customer Service Manager*

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

Any other comments

Role was clear.
— planned well
— Presentation/practical Demonstration
could have been better.
— conclusion was a guide.

Signed: *Mr. Kalam*

Date: *12/12/19.*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

HALIP DEHISA - ICANA

Date 12, 12, 2019

Activity: CUSTOMER SERVICE IN LIDL

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

Any other comments

--

Signed:

Marina D

Date: 12, 12, 2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

HALIP DENISA - ICANA

Date 12.12.2019

Activity: CUSTOMER SERVICE IN LIDL

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

Any other comments

- Good management of the situation.

Signed:

Giorgiana A.

Date:

12.12.2019.