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Student Number - 1909650
Module Title – Community Engagement
Assignment Title – Reflective evaluation report
Module Lecturer's Name – Mohamed Kalam

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Reflective evaluation report

Introduction

What is reflection? To mirror yourself and everything you do? To think about your actions and inaction? And then to balance it all... It is probably the most difficult task for everyone to do and learn from it.

According to Gibbs 1988, "it is not sufficient to have an experience in order to learn. Without reflecting on this experience, it may quickly be forgotten, or its learning potential lost" (Gibbs, 1988).

In this assignment I will analyse the main reasons to apply for university, the difficulties that I met while trying to cover the expectations of my lecturer of writing reports and my feelings during that period.

Below I am using Gibb's reflective cycle to elaborate, reflect and evaluate myself. The report will cover 6 sections and a CPD plan:

- Description of the last 3 months
- My feelings during the last 3 months
- Evaluation and analysis of the situation and feelings
- Conclusion
- Action plan / CPD

There are also different theories of learning and in the report I will review Kolb's learning cycle and Honey and Mumford questionnaire.

Expected outcome of the report

1. Analysis of the assignments and how well I worked on them
2. Identification of areas of improvement
3. Develop a CPD plan

Theory of reflection

According to Gibb's reflective cycle, cited in Dye 2011, many people learn from experience. To do that, they need to reflect on the experience and analyse what they have learned in order to improve. The cycle contains 6 stages – description, feeling, evaluation, analysis, conclusion and an action plan.



(Dye, 2011)

Below I will reflect and evaluate on the last few months of my professional life and choice to study and develop.

Description

I started my career 10 years ago as a hospital cleaner. I had been promoted number of times due to my hard work, effort, “can do” attitude and loyalty. Whatever courses, training and lessons I took during that time I realised that it would never be enough for me. There would always be something more that I wanted to achieve. The way I work is based (probably right considering the outcome) on what I have learnt while carrying out each job. In August 2019, I reflected on what I have accomplished so far and what I wanted to achieve in future. I realised that I wanted more of my professional carrier, so I resigned from my current position and I applied for a degree course at the University. I have carefully considered all available programs and decided that BA Business Management would give me broader knowledge that I could apply in future. In October 2019 my university journey started.

I will always remember my first day in the university. During the first lecture of Community Engagement, the lecturer started preparing us for the first assignment. I was familiar with most of the material that we have discussed in class. However, I was not familiar with writing reports in the way expected and I understood that this would be my big challenge.

After completing the first assignment we followed with a role play of a specific position. Sequential task was to reflect and evaluate myself in a report. I have

chosen to play the role of a National Estates and Facilities Manager. The position I played out was familiar to me. It was an extension to my report first report in Community Engagement. I have asked two other colleagues to partner me in the role play. They played a Service Manager with problem in the electrical installation and a contractor.

Four peer reviewers provided feedback on my role-play that help me build my reflective report. I also received feedback from the lecturer (Appendix 2).

The reviewers' feedback was very positive; they gave me "excellent" marks. According to my lecturer's review, I have performed "good". I agree that I played the role good but not excellent.

Feelings

The first study assignment was a case study report on known company. I have chosen to write on the last company I worked for. Though I spent two years in the company, I did a very deep research to prepare the report. There were moments that I thought my report is wrongly structured, make no sense, etc. Even worse every time I have read the report I was deleting or adding something and then worried that what I have deleted it was the good one. I have shown a draft copy to the lecturer. He encouraged me to continue writing in that direction, however he suggested adding some theories and analyse the company according to them. I completed my assignment to the best of my abilities and on time.

Few weeks later we had a new project – a role play. The lecturer explained that the role play will add to the overall mark of assignment 2. He suggested it was something easy and simple. However, after I played the role, I realised that it was hard, so it was not "bonus marks".

I was first of my class to do the role play and did not have the chance to see how other people would do it. I am not afraid of public speaking, however I was worried that the subject was not interesting to my colleagues and I was nervous. The area I used to work in is very specific, there is a lot of terminology and I found out that people outside this business do not listen with attention. After the role play, I felt relief as it was over.

As I played first, everyone listened carefully so they know what the role play was. I felt that I did not give a good example and confused them even more. Although everyone clapped after my play, I did not feel very positive about that experience.

Overall, the last three months were very emotional for me. There were moments I felt stressed of the expectations; proud of that I can managed all tasks together; nervous about the results; optimistic that I will do it better in future as I am learning now; pessimistic that I have not enough time and my works are not good; and sometimes realistic– I have just started my degree course and every next assignment will be better than the last.

Evaluation

I have completed the first assignment, the report, to the best of my abilities at that time. Since then I believe that I learnt more and now I will write the assignment differently. As I have not received the feedback and marks on the assignment yet, I can only hope it met all the requirements.

The feedback I received after the role play was very encouraging and I should be proud of it, however I believe that I could do better if I have a second chance. According to Lecturer's review I have demonstrated good listening and collaboration skills. I have also noted that Reviewers 3 and 4 commented positively on the introduction of my role play. However, none of the 4 reviewers commented on the conclusion. Evaluating all feedbacks, I concluded that I have started very well but going to the end of the role play, I was impatient to finish and did not put much attention. If I have a role play task again, I will carefully choose the scenario, use less terminology or include a funny moment as there are a lot of funny misunderstandings as I am not a native English speaker. And I will practise more.

Overall, it was good experience to present a day of my past work life in front of others.

Analysis

I must be honest that I have not chosen the best scenario for the role play. I played with two colleagues but did not have enough time to prepare them because I was not sure what I was going to present until the last moment. The fact I did not plan well led to few confusions. One of my peers played a role of a contractor. As in my mind I was speaking to him, I kept saying "he" instead of "she". However, I am thankful to my colleagues as they did great, followed my instructions and played their part with confidence.

The lecturer kindly let me finish with the role play, but it was over the time limits. In future I will make sure that I keep up good timing.

The overall outcome since I stated the university in October is only positive. Even for that short period I have learnt a lot. I am more confident when writing reports and work on assignments. The reports I wrote at work were not academic reports so I did not research the theory and never did referencing. I have basic knowledge how the report should look. Comparing my knowledge and writing skills before and now, I see how much I have improved them. I must improve my style of learning as a student I have to work on more than one tasks and plan my time. I was able to do that at work; however, university studies are different.

I did some research and I found out that according to Kolb's learning cycle theory from 1984, there are 4 different types of learners – theorist, activist, pragmatist and reflector (Vince, 1998). Later Honey and Mumford (Honey et al., 1989) developed a

questionnaire to evaluate one's learning style. I have found an online test with 80 questions that I took to get some information useful for myself. According to the test I do not have a preferential learning style as all four scores are very close, however I scored highest for a pragmatist. Thinking about my past experiences I can see that I always want to put what I have learnt into practice. If I do not see the reason or implementation of the learning, it is very difficult for me to put effort further (Mint-hr.com, 2020). I would like to confirm that the test is not an academic work and the purpose is only informative. The results of my test are in Appendix 3.

Conclusion

To be precise about my experience with the role play assignment, I can draw a few conclusions. I think I did well despite that this was the first role play I have ever done, and the format was new for me. I chose a role I had experience with, and I involved two of my classmates. Because I knew that this job is difficult to explain I put good introduction as suggested by the feedback I received. Still there is room for improvement mostly in planning of the assignment and some of the execution. I should have managed my time better in preparation of the assignment, make my mind on time and practice with my fellow colleagues; ask for their input on the subject and how to present it to the class. Practice is important to keep the presentation on time and feel relax. I also need to develop more self-awareness in order to understand how some of my personality characteristics, such as lack of patience, affect the outcome of all I do. The CPD plan attached presents my learning goals.

References

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Appendix 1

CPD Plan

Name: Marina Paskaleva		Covering the period from: January 2020 To: December 2020
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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>I would like to improve my listening skill as part of my Communication Skills.</i> <i>I feel that sometimes I am easily distracted and loosing focus.</i>	<i>I will review published literature on effective listening as part of the communication. One of top 20 books for effective listening is Active Listening 101: How to Turn Down Your Volume to Turn Up Your Communication Skills, by Emilia Hardman, 2012</i>	<i>I will need support from my friends, family and colleagues that are closer to me. I will use different technics in our conversations to be able to train new methods.</i>	<i>Attend long meetings, listen carefully and implement what I have learnt.</i>	<i>End of April 2020</i>
<i>As part of Effective Self – management is time management.</i>	<i>According to Jinalee 2018, time management theories and models should be designed to reduce stress and improve management skills (Jinalee et al., 2018). I will investigate this study and consider different models to implement.</i>	<i>I will need some time to read relevant materials and decide on which methods I would concentrate and implement.</i>	<i>My success criteria would be to complete tasks 3 days before the deadline.</i>	<i>End of June 2020</i>

Team work	<i>I am a good team player. Team work involve organising and planning. I am good at that and once I work on my time management and listening skills, I will improve my overall team work performance.</i>	<i>I will discuss with my colleagues in university and work that I am working on my skills and ask them for support and feedback.</i>	<i>Successful project</i>	<i>End of April 2020</i>
Leadership	<i>According to Mumford 2000, different organisations need different type of leaders (Mumford et al, 2000). As mentioned in the report I have been promoted number of times so I believe that I have demonstrated good leadership skills.</i>	<i>Attend relevant courses and constantly develop my skills and abilities, my knowledge and understanding.</i>	<i>As I was working in a National position already, my further goal is to be successful in an International position.</i>	<i>An year after the end of my degree course.</i>
Interpersonal Skills	<i>There is always a room for improvement and development in relation to interpersonal skills (people skills). I will research and find different trainings in order to better my skill set.</i>	<i>Attend training on cultural differences and read a book on emotional intelligence.</i>	<i>The success is very subjective and I prefer to hear from people around me that I have good interpersonal skills.</i>	<i>End of December 2020</i>

Appendix 2

LCBB 4002 Community Engagement

Lecturer Evaluation Role Play Feedback Form

Name of Presenter *MARIA
PASKALEVA*

Date *12/12/2019*

Activity: *National Estate and Facilities Manager*

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

Any other comments

*Practical situation has been demonstrated
Played role as an Estate and Facilities
manager well by listening to the complain
and collaborating the situations with the
facility company. Finally, situation/complain
been restored.*

Signed: *Md Kalam*

Date: *12/12/2019*

Reviewer 1

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Marina Paskaleva Date 12/12/19

Activity: National Estate and Facilities manager

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

Any other comments

Very well-organized, good presentation,
fast reaction.

Signed:

Stefana Arakova

Date:

12/12/19

Reviewer 2

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter MARINA P.

Date 12/12/19

Activity: National estate and Facilities manager

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

Any other comments

Excellent Role play!!!

Signed: C. S. S.

SEHRA SADUL

Date: 12/12/19

Reviewer 3

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Marina Paskaleva Date 12.12.2019

Activity: National Estate and Facilities Manager

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

Any other comments

Very good introduction. The actual practical demonstration was a very high level.
~~Good~~ Excellent ~~for~~ overall performance.
Marina has showed us that she can ~~manage~~ manage very well in every ~~task~~ situation.

Signed:


Kristina

Date: 12.12.2019

Reviewer 4

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter MARINA PASKALEVA Date 12/12/2019

Activity: NATIONAL ESTATES & FACILITIES
MANAGER

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

Any other comments

Very good role play, great introduction.
Overall excellent.

Signed: Jolanta
Wiecek

Date: 12/12/2019

Appendix 3

Learning Style questionnaire for myself

Pragmatist: 15
Reflector: 12
Activist: 11
Theorist: 14

Theorist: your score 14

These learners like to understand the theory behind the actions. They need models, concepts and facts in order to engage in the learning process. Prefer to analyse and synthesise, drawing new information into a systematic and logical 'theory'.

- Models
- Statistics
- Stories
- Quotes
- Background information
- Applying theories

Activist: your score 11

Activists are those people who learn by doing. Activists need to get their hands dirty, to dive in with both feet first. Have an open-minded approach to learning, involving themselves fully and without bias in new experiences.

- Brainstorming
- Problem solving
- Group discussion
- Puzzles
- Competitions
- Role-play

Pragmatist: your score 15

These people need to be able to see how to put the learning into practice in the real world. Abstract concepts and games are of limited use unless they can see a way to put the ideas into action in their lives. Experimenters, trying out new ideas, theories and techniques to see if they work..

- Time to think about how to apply learning in reality
- Case studies
- Problem solving
- Discussion

Reflector: your score 12

These people learn by observing and thinking about what happened. They may avoid leaping in and prefer to watch from the sidelines. Prefer to stand back and view experiences from a number of different perspectives, collecting data and taking the time to work towards an appropriate conclusion.

- Paired discussions
- Self analysis questionnaires
- Personality questionnaires
- Time out
- Observing activities
- Feedback from others
- Coaching
- Interviews