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(Task 2)**

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Introduction

This report will discuss three topics covered during the Academic and Employability Skills classes in the first academic term, February 2021, at the University of Wales Trinity Saint David (UWTSD). These three topics are "time management," "referencing," and "public speaking and giving presentation," understanding their meaning with a brief description. This report will reflect on how useful they are in daily life and why it is crucial to reflect. This report will explain one recognised model of reflection, such as a Gibbs Model, and applied to each topic.

Time management.

According to (Aeon et al., 2017) article, time management has no defined description. In sociology, the importance can be on personal life. In contrast, in psychology, the matter can be the capability to do not abandon the tasks, follow the plans, and forecast the time necessary to complete the task. Also, in the article by (Claessens et al., 2007) it is stated that there is not an agreed definition. Still, they reported that many authors consider that time management is a process that involves a determination of needs, establishing goals to reach the needs, prioritising and planning the tasks.

Consequently, time management has been related to techniques such as managing time effectively, planning and prioritising time, applying self-regulation, and task delegations. A student from UWTSD during the first academic year February 2021 studied time management in the first term and was already aware of the importance of it, but just on the organization of the workday. Time management can be applied 24h in the daily life, including the phase of sleeping; it should be calculated and planned in order to avoid waste of time and enable to schedule the day affectively.

Referencing.

According to (Neville, 2012), referencing is the acknowledgment in an academic text of others' intellectual work that has been presented officially into the public domain and accessible. The references are at the end of the work; they are anticipated and raised in the main body text as sources from the 'citations.' The referencing style used by the UWTSD is Harvard style, and all students must refer to it. Referencing has been studied in the UWTSD and allowed the students to understand the value and importance on research. This study gave the knowledge to deal with the assignments and recognized in life how to find verified sources.

Public speaking and giving presentation.

Reading the article by (Boyce et al., 2007), speaking well is a fundamental part of language arts but is not really considered in the elementary classes' school curriculum. Incorporating activities and challenges can give since the first education new confidence. Through another article by (Teitiel, 1988) is highlighted that fear number one is speaking in public because everyone fears appearing nervous in front of others or forget the presentation and being boring. To conquer this fear is to have extensive training and awareness of the subject matter, as well as the ability to turn adrenaline into dynamism and energy. Public speaking is something that can happen in social life and work; many times, it is faced without specific knowledge, but in some circumstances, the importance of giving a presentation and how to speak with the public is the success' base. That is why at the UWTSD, this topic was studied during the academic year February 2021 and gave the possibility to all the students to speak in front of other people and presenting a situation that belonged to themselves. On this occasion, one out of twenty-four students delivered a good presentation, while the rest of the class made many mistakes, such as a breaking voice, not looking in the camera, keeping moving instead of being straight and professional, etc... This situation showed that talking about some topic well known in our personal life does not mean being capable of delivering a good presentation but that it is very important to know how to use our body and voice during the presentation.

Inside reflection.

According to (Adeani et al., 2020), a reader needs to be able to think critically in order to comprehend a literary work. This skill aids the reader in the analysis and assessment of literary works. Writing a reflective journal or reflection is one-way readers of literary works communicate their understanding and opinion toward literary works. Some researchers say that in order to express what one was thinking when reading and after reading a book or a literary work, one should write one's reflection on the academic work. A writer-reader should use reflection to think on how his or her personal experiences and observations influence his or her thought and acceptance of new ideas. It allows people to think about their own ideas about a text and share their own thoughts rather than simply summarising others. A reader may revisit and rethink his or her thoughts in the (future by bringing his or her personal experiences and observations into written work. (Middleton, 2017), performed yet another analysis, showing why some students struggle with objective thinking. The results showed that critical reflection was difficult because it required personal reflection, which resulted in enlightenment, empowerment, and change that was difficult for

everyone to achieve. (Sekarwinahyu et al., 2019) conducted research on problem-based learning and reflection skills in biology, using the Gibbs model as an adopted model to be applied in the classroom. The results revealed that Gibbs is a good model to use in reflective practise when writing a journal.

(Holder, et al., 2019) did another research were worked on developing a reflection guiding method for underperforming medical students. They used the Gibbs model in their study, and the findings showed that Gibbs reflecting could help students become more conscious of their abilities. Gibb's reflective cycle, in other words, has more explicitly defined parts than other frameworks.

Gibbs Reflective Cycle Model.

(Gibbs, 1988) stated that 'It is not enough to only have experience in order to understand. Without reflection, a lesson can be easily overlooked, and the potential for learning lost. Generalisations or ideas can be created from the feelings and thoughts that emerge from this reflection, and it is generalisations that enable new situations to be tackled effectively. According to (Adeani et al., 2020) article, Gibbs's reflective cycle is a good, structured model that can be used in writing reflections from the students and help the students explore the literary work deeply. Gibbs's reflective cycle model is considered the most appropriate in the classroom's work from when it is very well structured and enables better writing of reflection for the students. Gibbs' model of reflection is divided into six phases as follow: Description, Feelings, Evaluation, Analysis, Conclusion, and Action Plan.

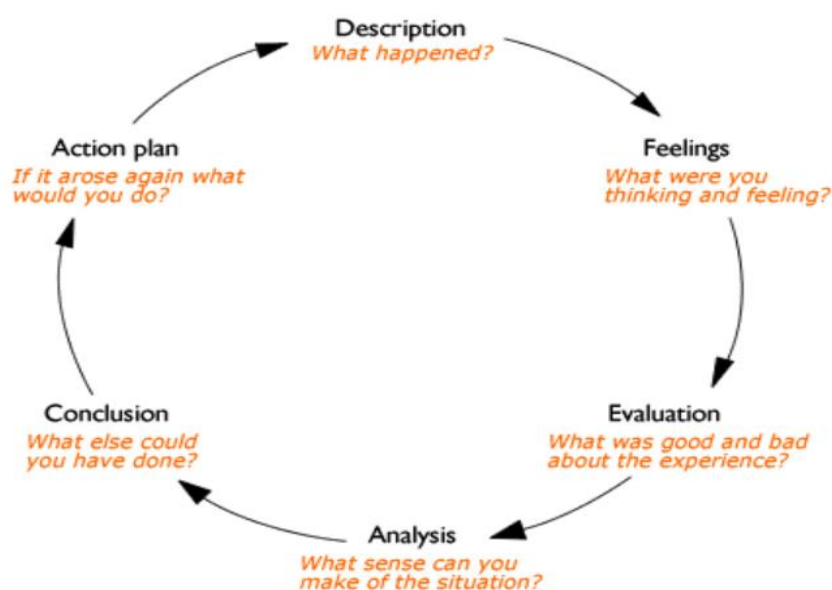


Image supplied by (Macdonald, 2018) page 3.

According to (Gibbs, 1988), using this six -step model, you should be able to recognise your professional strengths, areas for improvement, and steps you can take to improve your skills.

1- Description

To set the scene and provide context, this should be a brief overview of the experience or event.

2- Feelings

Consider what you were thinking and feeling before and after the incident. What were your thoughts after the event?

3- Evaluation

The evaluation considers both the positive and negative aspects of the experience critically.

4- Analysis

The analysis's reflection should be the longest and justifying if possible, whether the experience was positive or bad. Take into consideration the points raised in the previous steps and recognise any influences that aided you, such as prior interactions, study, or consulting with others. Consider what part you played in the experience and how you contributed to its success.

5- Conclusion

Concentrate on what has been learned. Was gained any new skills as a result of the experience? Anything to improve? Is there anything on the approach that should change for the future? Provide concrete examples.

6- Action plan

What concrete steps should be taken to improve knowledge or skills?

Gibbs Reflective Cycle Model applied in Time management.

Time management has been critical during a personal experience, especially in the job position as a duty manager (DM) of a 525 bedrooms hotel near Heathrow Airport in London. On the 14th of July 2018, the singer Eminem performed at Twickenham Stadium in London. Most of the West London hotels were fully booked, included the Moxxy Hotel by Marriott International near Heathrow. On Saturday 14th July, all 525 bedrooms had to be ready to check in all customers from 3 p.m., but something went wrong when the afternoon (PM) DM handover the morning (AM) shift. The PM DM started the shift at 2 p.m., only twenty rooms were ready for the customers. Basically the housekeeping (HK) team on duty were not enough for cleaning the 525 bedrooms left dirty following the checkout, yet the linens available to remade the rooms were not sufficient and so bed sheets, pillow covers and towels were missing. The few HK members in charge were all exhausted, and the HK manager did not know which step to take further in order to resolve the situation. During the handover, the assistant general manager (AGM) was questioned of the current situation. When the AM DM asked for help from the AGM, it was decided that AM DM was responsible for finding the proper procedure and solution. Problems can arise at work due to a lack of experience, poor management skills, or perhaps indifference, and people may be unable to solve them on their own. The PM DM needed to come up with a fast idea and so instructed the HK manager to contact the Regional HK manager and inquire about bed linens availability in other hotels in the city and the possibility of borrowing what was needed. Therefore, a team should come together and begin a brainstorming session where someone will be able to find a solution. The frustration of wondering why the AGM could not help the morning DM was tangible, but the PM DM's joy that found the solution was priceless. This experience highlighted the importance of communication and transparency within the team.

The positive aspects were that operations continued with instructions, the hotel teams were aware that the problem had been fixed, and everyone had learned a lesson. The negative elements showed bad time management and teamwork, causing panic in the hotel environment. The outcome was that the hotel could not check in the customers at the time indicated during the booking. This situation could be avoided by explaining the situation to senior management on time and with professionalism. Forecasting the week can help to program working staff and what is needed as materials. The ability to identify an emergency when there are no further actions in progress should be discussed during training, giving the employees confidence to ask for help without being afraid of it.

Gibbs Reflective Cycle Model applied in Referencing.

A student from the UWTSD had as assignments two reports to submit before the deadline from two different lecturers. It was the first time in his life. Still, the lesson from the lecturer with a PowerPoint presentation was available at any time, indicating that the referencing style was the Harvard one explaining how to apply it. The report was structured with articles and sources verified from the UWTSD e-library; it was necessary to add in-text citations with a complete reference list at the end of the work. The first report was submitted for feedback, probably because it was not yet completed, the lecturer did not comment on the referencing part, so it was understood that there were no issues about it. Was then submitted the second report to another lecturer, and it was pointed that the citations and references were not correct. The situation was confusing, disappointing, and immediately needed some research to rectify both assignments' mistakes. The explanation of how to reference in Harvard style was easy and available at any time. Under evaluating and do not double-checking every single instruction when there is no full confidence in a task can cause failure. From this experience, no further similar mistakes should be founded, and if an explanation cannot be clear, trying to find examples rather than waiting for other people's feedback.

Gibbs Reflective Cycle Model applied in public speaking and giving presentation.

During the first day of the UWTSD classes, students were asked by the lecturer to present themselves in front of everybody. No one knew each other, how mainly it happens in a public presentation. One female student started first to break the ice and to interrupt the feeling of emotions inside. During and right after the presentation, her heartbeat was very high, and it was hoped that all went exceptionally well. This experience helped practice and give an affair even though many emotions could be felt and reflected in the presentation. Because this presentation was not well delivered, the other students could feel less pressure on seeing that. In this exercise, it was recognised that studying and practicing are needed to improve. It was acknowledged that emotions played a fundamental role, where just with practice could be avoided or at least decreased. For these reasons, research on controlling emotions in front of the public and videos on how to deliver an excellent presentation should be watched. Finally, exercise with practice.

Conclusion.

In life, we have infinity experiences that can be reflected in these topics. Many people can find helpful thinking with models of reflection, others may believe in having a natural sense of reflection, but the model can help verify this thought in practice and add values.

Universities guide all students to deeply analyse what life faces and study in detail what already known, helping them through reflection tools on how to escalate future challenges.

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