

Community Engagement

Reflective practice, Gibbs reflection
model & Role play analyse
(Rework)

Student name: Vasil Kalachev

Student number: 1813111

Lecture name: Navami Leena

Gregory Cowen

Course code: LCBB4002

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Reflective Practice

Reflective practice is a nowadays term that involves different kind of methods for self-improvement in professional and/or personal life. Basically, reflective practice analyses our own action and thoughts, for the purpose of personal learning and development. For many of us this could happen in a natural and instinctive way.

However, even it can be considered for a modern term reflective practice is actually a very old conception in the human nature and may be called with many different names, some of them are like: self-review, self-awareness, self-criticism, reflective dialogue, self-analysis of our thoughts, feelings, actions, performance and others.

Reflection practice, models, processes, etc. is a huge and complex study and as it is mentioned above with a long history. It is involving the works of many philosophers,

psychologists, psychotherapists, researches and so on during the centuries. However, we are going to have a basic and short look over people involved in this sphere, using the steplike arrangement from the years before Christ till present days. In around 500bc the Chinese philosopher Confucius theorized: *“By three methods we may learn wisdom: First, by reflection, which is noblest; second, by imitation, which is easiest; and third by experience, which is the bitterest.”*

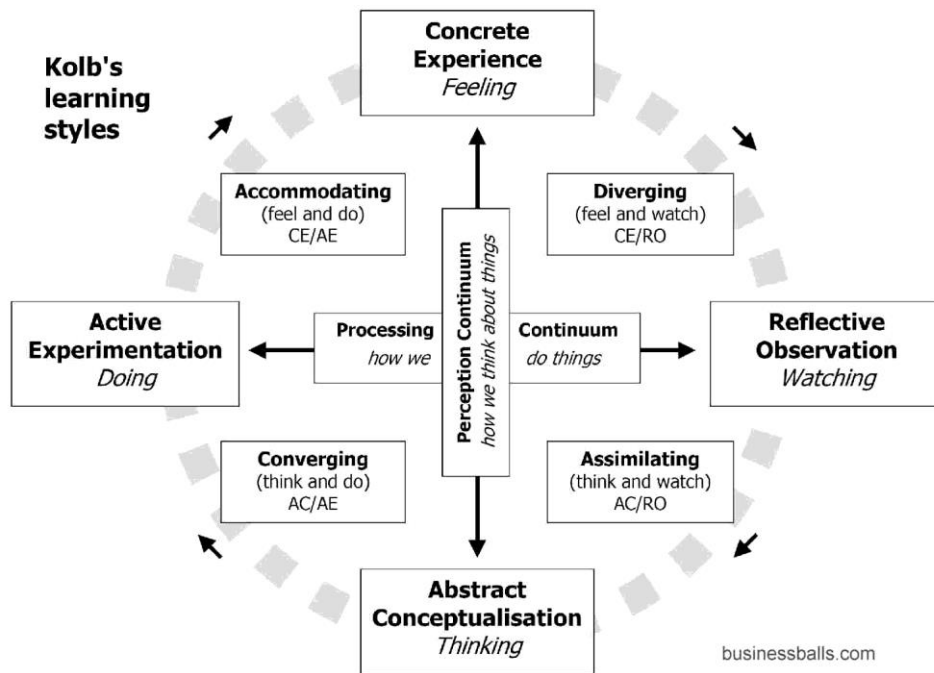
A bit latter we can find out the Greek roots for critical thinking which is coming from the Socratic idea of a reasoned process of weighing up the evidence to decide whether something is believed to be true or false.

Much further in the future from Socrates and closer to our days' time, in 18 century the German philosopher who is considered one of the founders of Western philosophy. Kant wrote the 'Critique of Reason' in 1781, which supported ideas for a scientific logical and rational thinking approach, enabling reasoned thinking, being superior to dogma and other received opinion from authority. In 20 century

David Kolb extended the ideas and works of other psychologists and philosophers about adult learning, to produce an experiential learning concept. This famous diagram (look below) shows four main stages of the learning process, as a continuous loop, in order of:

Experience, Reflection, Learning/Conclusion, Planning/experimentation (and then back to Experience...)

The learning styles of Kolb have become an attic model producing the way we experience learning in our everyday life and work, and how we learn best in a practical sense, moving between active and reflective modes, and specifically through the stages shown in the diagram:



Gibbs' Reflective Cycle

Graham Gibbs is an author from the United States who is concentrated in sociology and psychology studies. Partly inspired by Kolb's learning cycle (mentioned in the section above), Gibbs presented his reflective cycle model in his book "*Learning by doing*" in 1988.

The cycle is structured in phases in order: Description – Feelings – Evaluation – Analysis – Conclusion – Action plan. The aim of this is to boost people to think methodically about the experiences in different situation, incident, activity...

Here we are going to have a bit detailed explanation for each phase of the cycle:

Description

The name of the first step is clear enough. In here we need to focus only on the situation and describe it in detail, ignoring all other steps from the cycle.

Question like, what, where, when did it happen or who was involved are supportive and can help you to present the best way of the first phase – Description.

Feelings

After we have details of how the situation and/or all around the situation looks, we are in the next step Feelings. This step is all about how you and other people involved in the situation felt during it. The all emotions must not be judged or evaluated, they must be collected and use in the further phases. This is all about the feelings and thoughts during and after situation for all people involved in it.

Evaluation

In this phase we can judge the situation. Was it good or bad, and why was in that way? As well as what was your contribution?

Analysis

Or simply – what you have learned from all of this? With no matter your experienced was positive or negative you must write it down, thanks to the experience, you are growing up and that will help you to develop your way of thinking and acting in similar situation for the future.

Conclusion

The information taken from all other four phases before this one is a valuable and can encourage you to come to a good and useful conclusion. Supportive questions that can help you to build a good conclusion are:

To what experience did the situation lead you?

What you would do differently, if the event is going to happen again?

Skills you need to develop for a similar activity?

Action plan

In the last step are basically the agreements that you made to yourself from the fifth step – Conclusion.

So, you do have in this step everything you need from all other phases and they must be clearly sorted in the Conclusion, and all you need to do in the last phase here is to write them down and physically to start to work over them.

Role play Analyses

In this section, we are going to change the form to – I. Because I will write for a situation from my workplace, through the eye of Gibbs' reflection model cycle and how I understand the reflective practice and how this may help me to grow up professionally.

(The situation from my workplace was created with role play at class. Please find the official attachment of the Role play feedback in the next section, page 17)

The following is the role play activity with the help of Gibbs' cycle:

Description:

The situation happened in small 2-3 stars hotel, located in north-east London at around 2pm. Two people were involved. The first person was me as a receptionist in this hotel, the second person was a guest on the other end of the phone line. The reason for the call with average duration around 8 – 11 minutes

was late check out and lost booking reference number.

Feelings:

This usually was just a normal situation, thanks to the nearly eight months work in this hotel I felt much calmer than if this situation was happened seven months earlier for example and the phone call was ended with satisfaction for the guest. However, I still can notice in my voice and my action that I need more work to become fully professional, also I have noticed that I am getting a bit nervous when there is other people around me (in the hotel – other guests, in the role play – my classmates). My politeness it is not clear enough, I am not rude, but not a professional administrator that you can imagine, the way they speak.

Evaluation:

This situation was neutral. It had its minuses and pluses, and they must to be analysed and

eventually worked over. In other hand, if I have to judge this activity in a clearer than neutral way, so I would say for the standard of this hotel the activity was good, and my contribution was also good.

Analyse:

That what I learnt from this casual situation is that I can be useful to satisfied the guest's needs or at least to provide them with clear information and all this is thanks to my eight months work in the hotel that instinctively helped me to gain the experience I need for that. But also, I have learnt that I do have lots of negativities that must be taken seriously, as they cannot be get in natural way and if I want of course to build a great professional future. In this moment of events, my negativities are that I can easily get stressed, cannot keep calmness if the situation got a bit difficult, as well as I need to work over the tone of my voice and how to keep it straight and clear. Also, the level of politeness must be increase for position like this one.

Conclusion & Action Plan:

If it uses it in the right way the Gibbs' reflection cycle could be a huge benefit, and it is most like to gain you a big success in any aspect of using it. This model is getting you straight to the point, and showing you clear what are you doing good and what are you doing bad, by understanding this you are growing up in the specific environment with much faster speed than anything else. But to understand this you need to follow and to stay awake in the surrounding area. For example, in this situation I am not having only my personal instincts, but I have the feedbacks from my classmates in the role play, and I have the reviews from the guests in the real life. While the good reviews/feedbacks can feed my ego and just to make me happy at all, they cannot be useful, and actually the bad critics are what supposed to make me happy as they showing my minuses and not only helping me to develop myself, but it is not

necessary to search my negatives as they are pointed.

In this case the action plan is clear:

1. Work over the calmness – Better be calm in any situation as this the best and the safest method of dealing with the situation. The mind will stay clean and sober.
2. Speech – Explore different voice tones and adopt the one that is making comfortable. The tone should be use in any kind of situations.
3. Politeness – Think over it. How to be polite. Do not be too polite. Do not be not polite at all. Just work to find the perfect level.

Positiveness – By staying positive is the most important and a must thing in absolutely all possible situation. When you are positive and showing it, then your brain works better, your mind is open, the situation will most probably go smoothly, and the people around will feel better.

Role play feedback

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Peer Evaluation Role Play Feedback Form

Name of Presenter

Vasil Kalachev

Date 17 April 2019

Activity: Role Play of Front and Back Receptionist at a Small Hotel Ibis Walthamstow; customer checking in late and lost booking reference number, call the hotel.

	Poor	OK	Good	Excellent
Introduction (Explanation)			Could see / hear what was happening	
Presentation (practical demonstration)				Behaved professionally, remained calm. Well organised, clearly responded to questions.
Conclusion (how well can you carry out the activity?)				Solved problem calmly. Showed a high skill level and professionalism, was customer-focussed.

Any other comments

Petar said you could work in Five Star hotel

Nelly said you could work more on politeness

References

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