

Reflective Practise and importance for Business career

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Module code: LCBB4002

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Introduction

Reflective practice is the key to self-awareness and self-development, insight into our own strengths, weaknesses, and opportunities we have based on our abilities.

Reflective practice is a great way to gain a real idea of ourselves, to build improvement strategy to some of our disadvantages and using our advantages in best way. Whole process requires knowledge of the reflection -how it works, how can we learn to mix theory with practice and how we can improve our “I” image. (Referati.org,2019)

The impact of reflective practice on us

Is amazing how the reflective practice can change our perception and coming face to face with our assumptions.

In this report, we will discuss how these skills are essential for people willing to make careers in the world of business.

Firstly, the definition and process of reflective practice increase people's activities as a result of new motivation type, at the heart of which are deeply personal, meaningful forming motifs.

As a result, we can see improving of self-training, self-development and education. Through reflective practice, we define correctly our intellectual, personal and professional development.

Reflective practice is the tool that creates meaning of what we learn, why we learn it and giving us an idea of one large picture. Looking through different perspectives, we change our behavior and we learn from ourselves, from people around us, from environment. (Papworth, Rosemary, 2015)

The importance of Reflective practice

Global practice is increasingly imposing "reflexive teaching" where a person actively participates in the creation of "Practical theories" based on the reflection of own activities and maximum consideration of individual professionalism.

In my opinion, training in reflection is important, especially for young people, because it starts to develop systematically as psychological process, as a conscious technology, as a way to evaluate, to analyze, and as a way to criticize.

Monitoring shows that the lack of professional reflective experience makes people insecure. There is no possibility of adapting.

This type of practice represents complex system accumulated for years of knowledge, skills, relationships, feelings, emotions, self-control and self-assessment. During training practices all of us can acquire skills that make it easy to enter in business environment. (Galabova D., 2010)

Become a good manager

Wide economic culture, good organization, representativeness... Is it foundation of the management? (Karieri.bg,2016)

All managers have basic technical skills that have lifted them to this position. Good managers do not waste their time in proving these skills. They have ability to predict and think from different point of view. They properly appreciate others` ideas. It (all, that process) needs experience, patience and a lot of knowledge.

Good manager has to be good team player; has to know people and circumstances; to stimulate; to lead; to follow all common purposes.

Good manager learns from its team and through this, he/she has a chance to be more creative and more observant using reflective practice. (Yankulov Y.,2019)

My role-play

As a student in Community Engagement, we had a task to play role in chosen position in chosen company.

My duty was to research well the company that I chose, its structure, the way it works, internal organization, goals, strategies, advantages, disadvantages, clients and what they expect, employees plus their duties, responsibilities, trainings and development.

I choose Channel Manager Role.

In the 5 minutes I had to perform my role-play in front of my group and our lecturer, I tried to recreate a situation that unifies various obligations of a channel manager position and at the same time, I tried all to be interesting and enjoyable to the others.

The action takes place at training hall in Hilti head office. The place remind our academic hall /at the University/, a lot of tables and chairs, a large board, a

computer, enough room space. The role-play presents short weekly product training refresh.

I was staying in front the employees who had to attend that refresh product training. We started with short introduction why we are here and our main purposes.

Intro:

“Hilti is a leading company in building-construction area. Hilti has the best sales representatives, in the field, in Customer Service and in the Hilti Stores. With their application and product knowledge, they add value to customer’s business and help them do their job even better.”

Attendees refreshed their knowledge of a new Hilti cordless Angle Grinder.

For better visualization and imagination, I applied my art skills-I drew a model of the tool and I started to explain the differences, advantages and disadvantages and why new Hilti cordless tool is so comfortable and safety for work.

This product-training refresh is very important to team-members because it is a part from our daily business. We have to know market, market needs, customers and our products. It is essential because Hilti main purpose is creating enthusiastic loyal customers and increasing profitability.

As a Channel manager, one of my responsibilities is coaching my team and ensuring my team has good product knowledge. Our targets: to know customer needs, active listening and understanding, using our knowledge, imaginations, and products.

After the theoretical part, my role-playing game ended with a phone call in the form of a game to see if my employees exercised their active listening and understanding. A colleague of mine help me-she was customer and I was Customer service representative. The situation was customer calls in Customer service department with need of information for new Hilti cordless tool because she wants to buy it.

We made a great dialog with questions and answers showing employees how they should approach customers to present the company in the best way, what

questions must be asked by our side and if the customer has satisfied their own expectation.

Feelings

I was a little bit concern before role-playing game. It was my first time I had to deal with such kind of challenge. That task had to show how seriously I am and my capabilities to go out to the public and act as a real manager.

All position has its own requirements, especially when you are responsible for people, for team who has to be properly leaded, when you have to build respect for your personality.

I tried to stay in focus and discipline in what I was talking about. I tried to ignore my fear and worries and I tried to show confidence and defend my Channel manager position.

More interesting was at the end of presentation- I got positive feedback about my behavior, namely that I did a great job and I did not show my inner discomfort.

Some of comments I got:

-clear topic, great introduction, well organized, very good explanation, very professional, creative introduction.

One of my colleagues wrote: "she provides great skills with promising a good future in management sector".

I was advised to avoid robotic reading /during phone call/. It came as a result of my uncertainty and I kept myself on a pre-prepared scenario.

In my opinion my colleagues felt comfortable in general with the settings. I felt their support, their carefully listening and watching what I was showing.

Honestly I was not sure about myself but I managed to cover that uncertainty by virtue of acting skills.

Evaluation

It is very important for me to present myself in a best way. I always want to achieve the set goals and always want to be one of the top. I try to perform different tasks with desire. I think this purposefulness, responsibility and ambition for success are my leading forces. Because of them I can answer what is the good from my experience.

Good communication and good presence were my strengths. I included three different type of communication with people, also created game to keep people's attention.

Another important advantage was my smart-clothing. It adds to the first impression.

My weakness was my English barrier. I was reading a text with questions and answers in my final part. It makes me look not prepared enough and it's highly unprofessional. Mechanical speaking and listening does not help in any way to assess the situation and to analyze it. Probably my final part was missed by some of my colleagues. That's why I have less feedback for my conclusion from one of the people. My insecurity in the language and my aspirations to be perfect need to be improved.

Analysis

My goal was focused on productive interaction, which implies interaction between the participants in the process. In this regard, I think I was able to interact well with the people around me in my role play as they did not just listen but understand the essence of things.

My dialogue did not get right because I was unable to improvise without worrying about mistakes. I have to overcome my own fear of a foreign language and learn to feel comfortable expressing myself.

Conclusion

Thinking is seen as solving tasks and problems. Its formation is determined by the nature of the material used, by the level of human development and last but not least by the nature and impact of the learning process. Reflection processes contribute to more thoroughly mastery of emotionally based content.

The outlined features of reflective practice evoke the new image of today's developing person, reflecting the look of the reflexive essence characterized by the ability of a person to be part of a democratic society.

References:

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Action Plan

Name: Niya Papazova		Covering the period from: April 2019 To: July 2019
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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 need to improve my English language because I missing vocabulary.	I will pay by myself for English online lessons and i will improve my level very fast; I will read more English literature	Internet Teachers Computer Books	I will be confident of working in a team, being a leader, giving confidence to people and building sustainable relationships. I will be able to predict new clients with communication skills. I will be able to express myself the best way.	End of June 2019

Feedback forms

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Peer Evaluation Role Play Feedback Form

Name of Presenter *Niya*

Date *18/04/19*

Activity:

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

Any other comments

*Introduction - great introduction
clear topic
Presentation - remained calm, well
organized, perfect presentation
Conclusion - very good explanation
very professional*

Signed:

Cliff

Date:

18/04/19

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Peer Evaluation Role Play Feedback Form

Name of Presenter Nia

Date 17/04/19

Activity:

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

Any other comments

Very good and creative introduction for the role-play. You can see the the semi-pro way of her presentation. She provided great skills with promising a good future in management sector.
Minus - Way too robotic speaking - on the phone

Signed: Vasxo

Date:

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Peer Evaluation Role Play Feedback Form

Name of Presenter *Niya*

Date *17.04.2019*

Activity:

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

Any other comments

Introduction - really nice and explaining about the company
Presentation - excellent present and she was very calm and confident.
Conclusion - simple and understandable.

Signed: 

Date: *17.04.2019*