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Executive Summary

In an organisation, community engagement gets enriched by community building, providing education, and community organising and institutional engagement. This report has shed light on community engagement that has been discussed in context of personal experiences, gained in the organisation. The nature and purpose of this reflective practice has been discussed with help of Praxis Theory on reflection along with reflective cycle propounded by Gibb. Furthermore, regarding personal experience has been analysed by evaluating skills of Effective self-management, communication, team-working, interpersonal and leadership skills. Additionally, in relation to theory, experiences have been analysed. Furthermore, challenges to develop these skills have been discussed.

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Part B: Reflective Evaluation (outcome 2)

Introduction

This reflective report is based on community engagement that has been discussed in context of multiple skill development for working in an organisation. This report has focused on demonstration of purpose and nature in reflective practice. This reflection has considered different skills that can be effective for team management and leadership development. Furthermore, this report has contributed to issues encountered during activities of role play.

Demonstration of purpose and nature in reflective practice

Praxis theory on reflection

According to concerning theory, Praxis refers to critical thinking that acts as an amalgamation of action and reflection. As stated by Sekarwinahyu *et al.* (2019), Praxis can be recognised as physical and cognitive actions' progression, including-

- Taking actions
- Analysing action results through reflecting on it
- Revising and altering conceptions as well as planning to follow reflection
- Implementing plans in purpose of future actions

In this way, this theory creates a competent cycle, important for educational facilitators, learners and educational settings. According to Marshall and Scott (2009), Praxis works as a philosophical terminology to human actions on social and natural world. In contrast, Imakwuchu and Billy (2018) argued and opined that praxis' philosophy cannot leave simply in primitive common sense-based concepts, rather than leading these concepts to higher evaluation of learning.

Reflective cycle of Gibbs

This cycle highlights clockwise collation of providing description, Feelings, conducting evaluation, performing analysis, deriving conclusion and lastly action plan.

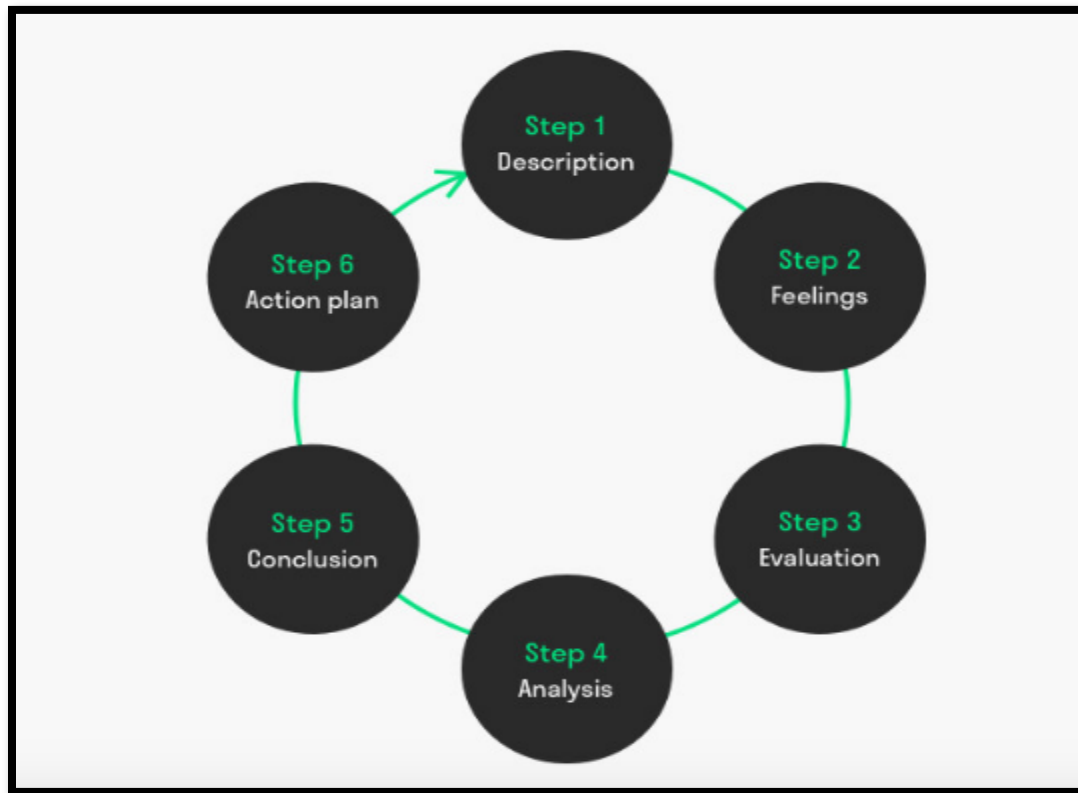


Figure 1: Reflective cycle of Gibbs

(Source: Sekarwinahyu *et al.* 2019)

Description

In this step, an individual creates an objective description by highlighting the incident, time, location of happening. Furthermore, this step highlights involved stakeholders, along with stakeholders' activities. Moreover, results of actions have been prioritised in this step (de Araújo *et al.* 2018).

Feelings

The phase contributes to feelings, triggered by an incident; besides, this step focuses on thoughts of concerned individual. However, Flin, Lauche and Crichton (2017) have argued and opined that an individual needs not to discuss detailed feelings; emotions are not required being judged or evaluated. Hence, awareness development is most significant goal in this phase.

Evaluation

This step highlights whether the incident is creating positive or negative experiences. In contrast, it is difficult for people to behave objectively in a situation.

Analysis

As propounded by Messmann and Mulder (2017), analysis phase discusses learning of concerned individuals from a situation. This learning facilitates to implement experiences in future conditions.

Conclusion

Through stepping back to previous stages, this step helps to evaluate alternative actions that can be taken in future situations.

Action plan

This final step elaborates accurate planning, that can be developed for upcoming activities, events and activities.

Reflection regarding personal experience

Effective self-management skills

Self-confidence

Working as an employee in the organisation, I have gained experiences to develop my self-confidence. This skill has helped me to take decisions while manager and co-workers have

become unsure in a critical situation. As propounded by Amin, Kamal and Sohail (2016), self-confidence skill refers to an ability for believing in oneself and trust own judgment. Hence, this skill has facilitated me to deliver services to clients in strict deadlines.



Figure 2: Effective self-management skills

Resilience and persistence

Skill of maintaining persistence has helped me to pursue my goals relentlessly, whereas resilience has allowed me for adapting to and overcoming setbacks so that goals cannot be prevented to be achieved. I have enriched my persistence skill by obstinate continuation of my responsibilities despite opposition or difficulties faced by my co-workers.

Emotional regulation

As stated by Niks *et al.* (2017), through regulating cognitions and arousal that refers to emotions so that an individual can control emotional expressions in order to fir situational display rules. In this context, I have enhanced my skill to regulate my cognitions so that my anger or negative emotions cannot create negative impacts on my duties or team members.

Communication skills

From working in the organisation, I have developed following communication skills-

- ***Listening***

As propounded by Flin, Lauche and Crichton (2017), listening skill fosters to be an excellent communicator at workplace. Hence, I have come to know that despite arguing in a critical situation, I need to practice listening actively as this skill has helped to pay adequate attention to statements of other persons. Furthermore, this skill has played vital roles to construct clarifying questions along with rephrase these statements.



Figure 3: Communication skills

- ***Concision and clarity***

Through improving my verbal communication skill, I have developed improvisation of my statements with proper concision and clarity.

- ***Empathy and confidence***

I have developed my active listening skill to show empathy towards opposition; for instance, it becomes easier for a conversational partner to interact with me and express feelings. On other

hand, I have enhanced my confidence in purpose of interacting with my team members. In this regard, making direct eye contact and keeping a firm tone has facilitated me to grab attention of conversational partners.

Team-working skills

- ***Conflict resolution***

I have recognised that conflict is an integral segment of a team effort; hence, I have understood that I need to adapt myself to deal with organisational challenges. Additionally, I have realised that I have to take proactive steps to avoid conflicts' escalation. Hence, in the company, I have proven myself to be best player and efficient mediator in my team.

- ***Rapport-building***

Through listening to team members' opinions, I have made them understand that it is important for me to be attentive to enthusiasm of co-workers. This approach has helped me to build rapport among group members and establish proper respect for myself.

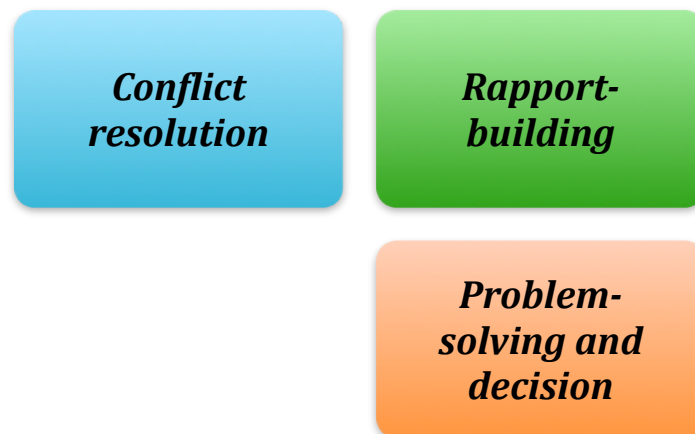


Figure 4: Team-working skills

- ***Problem-solving and decision making***

Skills of problem-solving are fundamentals for each team member (Study.com, 2020). For instance, I have enriched my ability for considering a situation from multiple dimensions. Furthermore, I have utilised my expertise in time management so that I can implement each team member's potential to drive whole team's success and performance.

Interpersonal skills

· *Assertiveness*

Through assertiveness and enrichment, I have become aware of feeling in middle of difficulties, specifically intense situations. As result, team members have started to trust me that my ideas and feelings are worthy and valid expressions. For this purpose, I have implemented following techniques to develop assertiveness-

a) Personal and distance space

In context of interpersonal context, I have set boundaries either non-verbally or verbally to be assertive.

b) Technique of broken record

In the organisational activities, I have applied this technique that has worked as a verbal reply that is clear and firm and conveys a message transparently to group members.

c) Standing upright and maintaining disclosure

I have understood that disclosure works effectively while I want to make upfront and honest decisions. This helps me to analyse whether listener is fully aware of my opinions or not. On other hand, my attitude of standing upright has created positive impacts on my personality and created a transparent impression before team members.



Figure 5: Interpersonal skills

- ***Negotiation***

Negotiation refers to significant interpersonal skill in purpose of efficient business communication (Study.com, 2020). In this context, I have developed expertise in persuasion, cooperating, planning and strategising.

Leadership skills

- ***Leading people***

According to a business survey by Creative Leadership Center, it has been analysed that around 73% of people need vital skills of leadership at workplace (Zety.com, 2020). However, working as a dedicated employee, I have developed my insights to identify strength of every individual, empower staff and delegate responsibilities accordingly. As stated by de Araújo *et al.* (2018), providing workers with sufficient opportunities to succeed is a major factor for being a respected leader. In this regard, I have fostered a communication-based work environment so that each team member has been regarded as respected.

- ***Decision-making in a strategic way***

I have strengthened my competence in decision-making strategies, that best reflects long as well as short-term objectives of my company. In critical conditions, I used to take time for weighing available options, considering consequences and standing by decisions once it has been made.



Figure 6: Leadership skills

- ***Participative management***

In specified organisation, progressive model of business has been followed; for instance, I have applied participative management so that employees can take an active part in decision-making procedure.

- ***Challenging Status Quo***

As stated by Messmann and Mulder (2017), business growth promotion demands going beyond status quo. Therefore, I have implemented my skills in abstract and critical thinking ability to accelerate revenue and productivity.

Reflection on relationship between experiences and relevant theory

On basis of Praxis theory, it has been revealed that action, along with reflection, influences critical thinking of an individual. In this regard, I have understood that my expertise in

communication and interpersonal skills have leveraged positive influences on my work processes. These skills have facilitated to develop my critical thinking potential, that has contributed to taking effective decisions in vital situations. I have noticed strong relationships between Praxis Theory and my work experiences as I have found that to be a competent leader, I need to consider outcomes of my actions or decisions, and either it is negative or positive.

In contrast, reflective cycle of Gibb has created beneficiary effects in evaluation of my work experiences, in following ways-

Stages of Gibb's cycle	Reflection of experiences
Description	I have described self-confidence, resilience and emotional regulation skills in self-management. Furthermore, I have mentioned listening, clarity and empathy expertise in communication context. Additionally, I have conflict resolution and rapport-building in team-building along with assertiveness in form of interpersonal skill. Besides, I have described leadership skills, with leading people and decision-making strategically.
Feelings	I have felt that Praxis theory is effective to analyse personal experiences methodically.
Evaluation	I have evaluated that strategic decision-making influences every aspect of my work, including team management or leadership.
Analysis	According to my analysis, I need to focus on my negotiation skills to enhance my interpersonal skill. Additionally, I have to focus on assertiveness and Participative management for leadership competency development.

Conclusion	I have concluded that conflict resolution and emotional regulation tactics incorporate potential inputs in handling critical situations.
Action plan	I have understood that an action plan is required to resolve issues in building trust in a team and delegating jobs.

Table 1: Reflection of experiences by Gibb's cycle

Issues encountered during activities of role play

Issues in self-management

In context of self-management, I have struggled to regulate my emotions and maintain resilience. As a result, I have often suffered from extreme fatigues that have led to negative feelings in my work. Hence, I have felt so de-motivated that reduced my abilities for applying skills effectively. On other hand, I have found to maintain a balance between work-life and personal life be extremely difficult.

Challenges in maintaining communication

I have experienced that cultural differences among group members have often created miscommunication. As a consequence, I have faced issues with maintaining optimum motivation at work. Additionally, often attitude, as well as ego of group members, have delayed making decisions by creating unnecessary interruptions.

Problems in team-work

In organisation, I have faced challenges to build trust and cooperation among team members. Besides, delegating jobs have been found to be quite challenging in strict deadlines.

Issues regarding interpersonal skills

In critical situations, I have faced difficulties in managing behaviours, stemming from my negative thoughts and feelings under pressure.

Issues in leadership

As the company is culturally-diverse, hence I have found maintenance of inclusion along with diversity to be quite challenging as a leader. Apart from this issue, I have faced difficulties with making team members motivated to achieve long-term objectives of the company.

Conclusion

Hence, this reflective report concludes that Praxis theory on reflection and Reflective cycle of Gibbs is effective to analyse experiences of an individual and construct action plan to resolve personal issues. It has been summarised that self-confidence, resilience and persistence and emotional regulation have played significant roles in self-management. Furthermore, competencies in listening, empathy and confidence, concision and clarity development have contributed to enhancing communication skills. In contrast, skills of team-management have been enriched by conflict resolution, rapport-building, decision-making and problem-solving. Furthermore, interpersonal skills have been influenced by building assertiveness and maintaining disclosure. Leadership skills have been developed by focusing on leading people and participative management. However, regulating personal emotions, preventing miscommunication, and building cooperation have created problems at workplace.

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