

Module: CRITICAL AND REFLECTIVE DIARY

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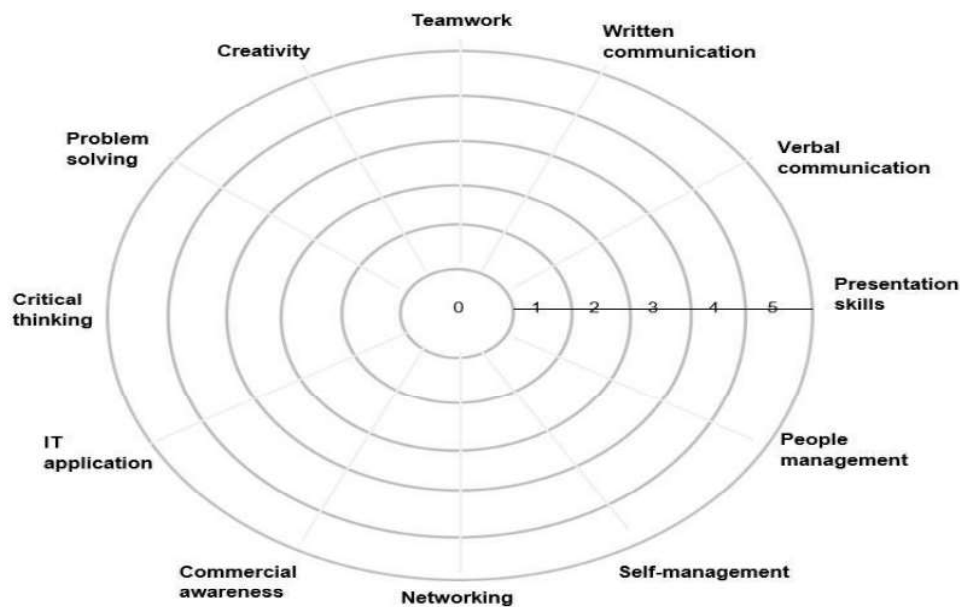
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Introduction

In this reflective account I would like to reflect on my weekly journals and also my work place experience in [REDACTED] during the course of internship programme. As stated by Morgan (2017) the term reflection implies the kind of studying which predominantly prioritises studying from job experience or practice. According to Sheila, (2015) internship training programme is necessary for personal as well as job and career advancement and to attain expertise that is beneficial to attain a good job in a prestigious firm. For the successful completion of this assignment the researcher is adopting the spider network model.



Section1: Key Monthly Diary Extract

In this section I would like to discuss major incidences and my personal learning experience during the course of internship with [REDACTED]. In addition, a table will be presented in this

section which will clearly depict the major responsibilities I had to fulfil in [REDACTED] during the course of internship.

<i>Responsibilities and tasks</i>
Assisting HR manager
Carry out day to day administration of the restaurant
Assisting financial manager in preparing accounts and statement
Assisting the Procurement manager in raw material purchasing activities of the restaurant

At the underlying time frame I was acquainted with the restaurant and give a short lecture about the working models and operational processes inside the [REDACTED]. Functional supervisor appointed me to analyse the day by day operations of [REDACTED]. It is not an easy duty as managerial aid which consists of supervising and handling daily functions of the organisation. In the second and third week I was able to record my initial learning experiences with the internship. In fact, the need for team working, flexibility, emotional intelligence, time management and most importantly communication skills are proved to be the most important and basic requirements identified in the initial stages of the internship. These personal and inter personal skills are included in the second and third weeks Monthly Diary.

During the fourth week I was able to identify some of the key theories related with financial management as part of completing company's financial statement for the year. There was a great opportunity for me to work with the financial manager and he was also supportive for me to identify core issues related with our budget and cash flow and resolve the same with appropriate accounting tools. One of the most crucial skills develop during this period was

decision making skills. Decision making is essential for developing an accounting or financial statement as per the opinion of Thomas, (2009).

In fifth session I had to work with operations team in developing new menu for the restaurant. However in the process of team working is not good during that period as there is employees are who are always making suggestions which might not be practical. Really that was a conflict situation which I was able to overcome through adopting a democratic approach. This was a great opportunity for me to learn various problem-solving techniques and conflict resolution frameworks. It can also say that I was for a certain extent utilise the five steps problem-solving techniques to resolve the issues inside the team (Hudson, 2007) and provide a platform for mutual respect and understanding. It had offered a great opportunity to develop a new menu which attracts new customers towards our restaurant

I had minimal leadership opportunity but I was given an opportunity to lead a small team to identify customers demand and satisfaction inside our store during the sixth week. It was a great opportunity for me to learn some of the crucial skills regarding leadership team working and data collection. The seventh week is also crucial as during this period I was endowed to manage the supplier groups of material and it assisted me with mastering abilities like communication, problem solving, negotiation and decision making.

It can be summarised that the internship experience was positive for me as it helped me to learn various professional skills, personal skills and also able to learn and apply some of the major theoretical frameworks which I was able to identify during the current post graduate course.

Section 2: Reviewing the experience (reflection)

I got a golden chance to acquire factual life job experience in a prestigious firm like [REDACTED]. From internship, I could observe and learn many professional attributes; for instance of affinitive administrative features like manpower governance or HR management, functional management, sales promotions and monetary management or estimation of expenses.

The remarkable field of my studying expertise is marketing management or sales promotion, as I got the chance to do job as sales promotion staff and duty to assist marketing manager in the Institution. I got a golden opportunity to learn basic marketing strategies of the organisation like [REDACTED] in starting period of my internship. As stated by Armstrong (2016), Human resource management is a process in which supervisors and direct the workforce of an organisation and Human Resource Management has the duty of staffing or fresh appointment, redressal or rectification, appraisal or assessment and training or guidance. As opinioned by Gilmore and Williams, (2019) training and development increases the opportunities for staff, which is significant to assure the standard of accomplishment and the extent of the facilities of service, It is necessary to formulate and apply an efficient staffing master plan.

As a team leader I used to develop a good understanding between the team members and communicate our vision which was developed earlier by me. It was an opportunity to identify the difference between different leadership approaches and style like transformational and transactional leadership approaches and democratic and autocratic leadership styles. For a certain extent I was able to implement certain elements of transactional leadership and democratic leadership while working as a team leader. It is evident from the internship that, my ability to ensure open communication and total involvement of all the team members for

developing a questionnaire for collecting a valuable data from our customers has been improved.

At the time of internship in [REDACTED], office management was an important duty assigned to me. Usually, the daily function of the organisation consists of employment and opting of carers and nursing workforce, in order to satisfy the demands of the client organisations. As stated before, the covid-19 epidemic obviously raised the need for online business in UK and this tendency continued without change for the previous few months.

Section 3: Relation to literature (theorising)

In our organization, employee performance is analysed and assessed with the help of comprehensive performance appraisal. In fact, feedback is collected from individual customers, suppliers, staffs, managers, and supervisors. I was benefitted from such assessment and feedback during the internship. The performance assessment for 360 degree is useful for reviews from which data on employee performance have been obtained from various individuals within and outside the company (Ward, 2017). According to Armstrong and Taylor, (2014) the feedback system for 360 degrees is formal feedback and has proven unplanned. The feedback related to my own results greatly helped me to understand the areas in which I could cover myself and how to critique could be used, how I can talk and share documents with staff and how teams can work to achieve organisational objectives.

While attaining such a significant post in such prestigious organisation, leadership efficiency expertise and pioneering are most pivotal characteristics. I could assess and study distinct techniques, methodologies and kinds of leadership during my job appointment. I could also examine and identify various drawbacks in decision making and causes of the failure to execute such administrative decisions concerning client service. According to the opinion of Clark, (2016) leader can be described as an individual capable enough to inspire and motivate

workforce towards a general target or purpose. As cited by Kouzes and Posner, (2015) leadership can be defined as the skill to confirm the assistance of the workers towards a general purpose pinpointed by the leader and the efficient achievement of this general objective for the benefit of the organisation.

A transformational leader's capacity to be a visionary is the main attribute (Kane *et al.*, 2011). These transformative leaders are able to motivate workers or their subordinates and to encourage them to take action to achieve the vision or shared goals successfully. It is necessary for transformational leadership to persuade and pursue people towards the aims and to have perfect communication and to involve employees in decision-making and encourage them to take their own decision in an important situation (Scouller, 2011).

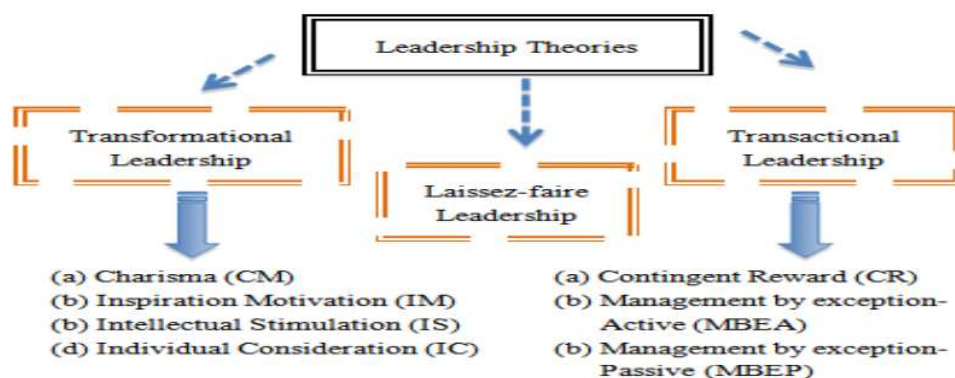


Figure 1: Leadership approaches

Source: Grint, (2015)

Openness of pioneers in considering the views and assessments of colleagues and encouraging them to participate in the complex cycle is a fundamental advantage of the participative or democratic leadership strategy. Delays in choices and plausibility of disputes are the fundamental downside. The delegative management approach is also feasible for me

as it is suitable to help me plunge the orders into small businesses and give the colleagues little tasks.

I have been able to collaborate with the supervisors and staff efficiently on major issues during the course of leading the team as cited by Hiriyappa, (2013). I have already had many meetings and I have been able to lead them effectively and appropriately. We made decisions to enhance customer service on the basis of discussions and developed thoughts. We have actually agreed to implement the programme and training of employees for CRM (customer relationship management).

Problem solving is an important skill required in the organisation for an effective manager (Caruth *et al.*, 2009). Problem-solving is characterised by the leader's comprehensive approach, which resolves all kinds of problems in the company. The next key step is identifying and applying the best problem-solving model once the problem condition is found. The selection of a particular problem-solving model should be based on the problem satiation and available resources. The three most important problem-solving models available for me in Chaiiwala are five phases PS, Hurson's problem-solving model, and collaborative approach to problems. I have taken Guffey's five-step model (1996). This problem-solving approach was most suitable in our team in Kera Food Ltd for solving problems or problem situations.



Figure 1: The 5 step model of PB

Section 4: Steps for personal improvement

In this section the personal improvement plan for the student will be presented. The personal development plan or continuous professional development system is a critical tool for the future development for the student. In fact the major areas identified in this reflective log as scope for improvement will be the focus of this proposed personal and professional development system.

Goals	Reasoning	Objectives	How these objectives will be evaluated	Resources required	Time frames
Leadership skills	Absence of leadership is a significant issue that I had the option to recognize from my reflective experience	To be able to learn different styles and approaches of leadership and also able to learn how to apply different leaderships approaches and styles in different situations	The objective assessment of whether the goal is achieved or not is possible through analysing my future team leadership role performance	Team members, books, computer, feedback, journals library access, and articles.	Six months
Decision making	Throughout the collaboration with managers and course of the team work indie the firm I think that it's hard to make my own	To be able to make decisions that is appropriate and at the right time. In order to achieve this objective it is essential to learn the theories of decision making and also learn how to	The objective assessment of whether the goal is achieved or not is possible through analysing future decision made in teams and	Team members, books, computer, feedback, journals library access, and articles.	Six months

	decisions in a powerful and opportune way	apply the learned theories in real-life incidence.	assignments.	
Emotional intelligence	Absence of emotional intelligence or capacity to comprehend and deal with my own feelings is distinguished from the gathering work.	To learn cultural and emotional differences of individuals and deal with your own feelings in good manners to guarantee better correspondence and close working with people in team.	The objective assessment of whether the goal is achieved or not is possible through analysing future achievements in managing my own emotions	Team members, books, feedback, journals, computer, library access, and articles. Six months
Problem Solving	There is absence of capacity to recognize the correct hypothesis for tackling issues inside a group	To acquire and improve my abilities in how to deal with a problem circumstance inside a group and furthermore figure out how to compelling utilize best critical thinking or problem solving models	The objective assessment of whether the goal is achieved or not is possible through analysing future problems solved in team and assignments.	Team members, books, feedback, journals, library access, and articles. six months

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