

Programme:	CertHE Skills for the Workplace		
Module:	Professional Career Development		
Module code:	BMSW4005	Contribution to Overall Module Assessment (%):	100%
Module Leader:	Husam Alharahsheh	Internal Verifier:	Sylvia Hoffmann
Assignment Title:	Professional career development report and role-play	Word count (or equivalent):	10 mins role play (20 minutes for each pair) and 2000 words report
Submission deadline:	Task 1 (role-play): Week 9 (15 th -16 th April 2023, during class time) Task 2 (report): 8th May 2023 (via Moodle/Turnitin)	Return date of provisional marks & written feedback:	Within 20 working days of each task deadline

Student ID:

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Introduction:

To utilize introspection to progress one's profession, a plan that takes into account the elements that have been most important to one's growth throughout time is required (Römogens et al., 2020). From this vantage point, it is also necessary for any kind of introspective reflection meant to foster personal development. The goal of this interviewer role-playing research is to offer data on the development of linguistic and cognitive skills. To do this, I want to use reflective frameworks to assess my talents and knowledge gained from participating in this activity. In light of Gibb's reflective technique, the author's perspectives and responses to interview questions are presented in the following report. The study will also delve into the moral character traits and probable workplace behaviour of those in charge of customer service.

Reflection of Role play

This module's role-playing practise has been extremely beneficial for me because it has allowed me to put myself in the position of the person responsible for hiring new employees and to begin preparing for an interview in the event that I am ultimately chosen for the position. I assumed the role of an investigator for the purposes of this role-playing scenario. I exerted significant effort to demonstrate my qualifications for this position. I decided to take advantage of this opportunity by obtaining more information about the application and interview procedures. I read a variety of scholarly articles and evaluations as part of my research into various recruitment strategies. During my research into how to identify the most qualified candidate for a position, I discovered these scholarly articles and books to be of great assistance.

Because of this, role-playing is an excellent method for preparing individuals for the wide variety of responsibilities they will face throughout their professional careers. Role-playing is essential to the creative process, along with effective collaboration, self-confidence, and problem-solving skills (Nurhasanah, 2022). Participating in a dramatisation can be an effective method for elucidating a variety of topics. It is possible that by simulating the environments of virtual realms in the real world, both productivity and relaxation can be increased. Playing a role is an excellent way to practise multiple skills simultaneously, such as the ability to initiate conversations with new people, absorb new information clearly, and realistically adjust one's actions on the fly. Acting is an excellent way to simultaneously practise these skills. Participating in role-playing activities requires students to develop the ability to comprehend the world from the perspective of a fictional character. When determining whether a candidate is qualified for a position, businesses evaluate them based on a variety of factors. To determine whether or not a candidate is qualified for the position, a combination of these evaluations is utilised. This indicates that the company's current capabilities should be taken into account when making decisions. Successful recruiters must have excellent interpersonal and communication skills, as well as the ability to effectively manage their time and make sound decisions. Moreover, they must be able to make well-informed decisions (Taylor and Melton, 2022). The interviewer asked me five questions pertaining to the position for which I applied.

The interviewer's interest in my long-term objectives was an excellent indicator of how well I would perform in the role. The interviewees also displayed a great deal of interest in learning about

my personal goals. When I was asked about my future plans, it was clear that the interviewer expected a serious response from me. The inquisitor was interested in my future plans and the length of time I anticipated working before retiring. Customers will be more loyal to a brand whose customer service goes above and beyond merely addressing problems to also comprehend the customers' needs. Customers are typically satisfied when customer service representatives are encouraged to go above and beyond for them or when they have access to contact centre technology that facilitates upselling and cross-selling related services. (Denga et al., 2022). In a market where customer satisfaction is the most important factor, differentiation is becoming an increasingly challenging task.

Even microbusinesses with limited resources are beginning to incorporate product sales into their customer interactions. Although some online businesses may choose to link to relevant support articles on specific pages, others may opt to provide help sections in the website's headings and footers from the start. Numerous app developers integrate customer support ticket submissions into their experience marketing strategies. The standard for providing superior customer service has increased to the point where courses are now incorporated into the product.

Gibbs Reflection Cycle



Figure 1 Gibbs Reflection Cycle

Source: (Markkanen et al., 2020)

- ❖ Within the context of this activity, students assume the roles of both the hiring manager and the candidate for employment. Anyone who has read up to this point has received a comprehensive education on how to bring on new members. It was necessary for recruiters to develop their own procedures, and applicants were required to answer inquiries within a rudimentary mobile environment.
- ❖ Feelings: The fact that my advisor would be evaluating this project and that it would lead to so many opportunities for me to learn more made it both exciting and nerve-wracking. When I was using this for the first time, I made sure to take extra precautions to protect myself from harm and avoid getting hurt.
- ❖ Evaluation: When my performance was evaluated, the findings showed me where I still needed to grow in a number of areas, and they showed me where I could improve. This

experience taught me a lot about a variety of different business issues that were relevant to the work that needed to be done. It was very beneficial. (Fana et al., 2020). Playing the part of a recruiter during the activity of role-playing proved to be very enjoyable for me because it allowed me to imagine myself in that role. As a direct result of the information that was provided to me, I am now in a better position to perform well during interviews with recruiters.

- ❖ As a result of this analysis, it stands to reason that the procedures that are presently employed to develop surveys could benefit from some sort of enhancement. Before the interview, I looked through the list of hypothetical questions, but I wasn't able to offer any of them a meaningful response because I wasn't prepared. In the future, one of my goals is to increase my level of expertise in survey design. My investigation has shown that if I can improve my ability to handle my time, I will be able to make better decisions. (Goldsby et al., 2020). In the event that I am successful, I will have a higher level of self-assurance in my capacity to fulfil the professional responsibilities that have been assigned to me.
- ❖ In conclusion, this demonstrates that the effort I made into completing the assignment was appreciated and treasured. Even though the complaint that was presented earlier is valid, there are still a few more insignificant details that require my attention. In order to keep moving forward, it is necessary to engage in continuous self-evaluation and development, such as that which is fostered by reflective practise.
- ❖ Plan of Action: As we had previously discussed, after conducting an analysis of the situation, we were able to determine the next step that we should take. The goal is to raise a person's overall potential for success across the board in all aspects of life and over the course of their lifetime.

Personal Strengths and Development

When we talk about a person's "unique talents," we're referring to the specific set of skills and characteristics that person possesses that makes it possible for them to complete a specific task and achieve their objective. The following are some specific instances of skills that I possess and that are pertinent to the position you're interviewing me for as well as my previous experience:

1. Enthusiasm and enthusiasm: Loyal employees are more apt to take pride in their work.
2. To have meaningful relationships with other people, one must be viewed as trustworthy.
3. The third factor is originality, which can be cultivated through the simple act of engaging in artistic activity.
4. To be able to focus on a task without constant supervision, one must learn the skills necessary for discipline (Davis et al., 2019).
5. Patience is a necessary virtue for keeping one's composure under stress.
6. Honesty is a valuable trait to have if you want to win over a coworker's approval.
7. Resolve: Discipline is a key ingredient in the achievement of one's goals.

After conducting research into the characteristics most prized by professionals working in the field of human resources, we came to the realisation that a candidate's scholastic qualifications and area of knowledge are not as dependable as one might assume they are. As a direct result of this, we have reopened our investigation into the fundamental issue. To be a responsible employee, it is necessary to conduct a risk assessment of one's own vulnerabilities. Gaining an understanding of a person's current limitations may help uncover previously unknown openings. There is a good chance that you will have a significant problem on your hands if you are unable to adjust to the ever-shifting landscape of customer support management tools and technology. This is an illustration of a problem that could potentially affect anyone.

Skills Gap

Hiring managers have recently come to the realisation that it is now easier than ever to instruct extraordinarily brilliant people in new skills, which is a development that has received widespread attention in recent times. (Frey et al., 2019). The time that is spent here could be put to much better use by learning something that is significantly more difficult. The people who are a part of this group are extremely knowledgeable in a wide range of topics, including analysis, people skills,

and fundamentals. In addition, in order to improve one's own health and development, it is essential to adhere to the advice that is provided in the following paragraphs:

Interpersonal Communication:

Candidates who are able to successfully communicate their knowledge to others may leave the most favorable impression on prospective employees. As soon as you establish contact with a business, they will begin monitoring your behaviour in order to determine whether or not you are a good match for the position they are attempting to fill. In other words, they will judge you based on how well you suit the job description.

Capabilities in analysing data and conducting investigations:

One employee in particular stands out from the crowd because of his intense interest in scientific research and his exceptionally sharp mind. (Frey et al., 2019). Employers who provide their staff members with the opportunity to reflect on their feedback before conveying it to management demonstrate a genuine interest in the health and happiness of their staff members. It might reveal whether an idea is a waste of time or whether it has the potential to generate significant revenue for the company.

Capacity for morphing and adjusting to new circumstances:

Both 'ability to adapt' and 'flexibility' are useful expressions to use when referring to a person's degree of adaptability. The ability to multitask as well as the ability to maintain high performance levels in the face of ever-shifting management, environment, and legislation are two of the most valued characteristics that it possesses. (Hillmann and Guenther, 2021). Another important quality of this species is its adaptability, which enables it to thrive in a variety of environments.

Employment Goal:

Here are some of my professional ambitions at present:

- ❖ Attempting to advance one's career by moving up the corporate ladder
- ❖ Getting promoted to a higher management position; learning more about the technological challenges faced by customer service managers.
- ❖ In order to keep me abreast of the cutting-edge tools for handling client relations, please contact me regularly.

- ❖ I need to get things done on schedule so that I can be considered for advancements if and when they occur.
- ❖ Having a career that is both challenging and rewarding would be amazing.

Action Plan

The following are some methods I employ when formulating strategies:

- ❖ With any luck, my interactions with my superiors and coworkers will improve as I gain experience in my field.
- ❖ In order to improve my skills and expertise, I plan to enrol in a rigorous training programme.
- ❖ Innovative resources for effectively speaking with and serving challenging clients (Hillmann and Guenther, 2021).
- ❖ If you aspire to a managerial role in the near future, you should look for a profession with high chances of advancement.
- ❖ I need to focus entirely on the job at hand if I want to get it done quickly and effectively.

Conclusion

Because of the new perspectives I've gained from reading this report, I am confident that participating in role-playing activities will make a significant contribution to my growth as a customer service manager in the years to come. As a direct result of this, I now have a more in-depth understanding of the process that is used to choose applicants. The analysis of the role play was brought to a close in the study, and it was followed by commentary on the interview as well as discussion of possible future career paths. The report also included a reflective cycle, which provided readers with the opportunity to learn about reflective frameworks, put that knowledge to practise while engaging in self-reflection, and reflect on their own experiences.

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