

UNIVERSITY OF WALES TRINITY SAINT DAVID

MODULE:
PROFESSIONAL CAREER
DEVELOPMENT

REPORT

Name: Elena Furnadzhieva

Student ID: 2113997

Module code: BMSW4005

Lecturer: Dr Faizu Edu

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INTRODUCTION

This report is based on my personal experience and my plans for personal and professional development. It includes techniques and tools, learned from Module: 'Professional Career Development', such as SWOT Analysis, SMART objectives, PDP, etc. which I used to identify my goals and to plan my future. Part of this report is about the reflection on my Role Play assignment: Job interview.

How did I get to where I am today?

Since I came in England (14 years ago), I am working as a cleaner and Housekeeper for private clients in London. I earn good money from these jobs, but I do not feel satisfied. I knew that I could do more, but I did not know where to start from. A year ago, a friend of mine told me that I can study Higher Education in UK and gave me the contact details of someone who can help me with that. To be honest I was sceptical about that in the beginning, as I thought my English is not good enough and I will not be able to deal with it. I have spoken to friends of mine as well as to some of my clients, and all of them encouraged me to do it. I started to think in different way. The Higher Education will give me great opportunity to change my life and work: I can improve my communication skills, to get new skills and good knowledge, and to reach my ambitions. I started to think more positively and to feel more motivated. I just said to myself: 'I can do it'... and... I did it. I started the course: Level 4 'Certificate of Higher Education Skills for the workplace'. That is the first step for my future career development, and I think to go ahead. I am very happy with the decision I took.

REFLECTION ON MY ROLE PLAY

Following the Gibb's reflective cycle, I am going to explain the reflection to me from the role play assignment in next six steps:

- Description: In the end of the Module: Professional Career Development, one of our assignments was to do Role Play: Job interview. For that task we should choose a partner, and one of us is to play interviewer and another one- interviewee/ applicant. Each of us should prepare five questions, based on the interviewee's application form for the job we choose to apply. I chose to apply for the position Head Housekeeper in a hotel. The role play took place in the classroom in University of Wales Trinity Saint David, London. On that time in the classroom was presented our lecturer and other students from our group. Firstly, I was in the role of interviewee/applicant.
- Feeling: I was well prepared for my part, but in some reasons, during the interview, I was nervous and in worries how I will present myself in my role. I tried to calm down, but it was not possible at that moment. I did not feel relaxed and confident at the time of the interview.
- Evaluation: During the interview I talked about my experience, the skills I have, and why I want this job. Also, I demonstrated knowledge about the company and the position I have applied. The mistake which I did was that I have spoken about my strengths but missed to talk about my weaknesses.
- Analysis: My answers was well prepared, and the interview went well at all. The mistakes, which I did was because of my condition at that moment. I was feeling under the stress, I was nervous and was not able to formulate some of the answers properly.
- Conclusion: The lessons learned from that role play are how important is to be calm at all the time during an interview. It is very important to be well prepared and to answer to the question with confidence.

- Action Plan: I will have many opportunities to go to interviews in future. The difference will be that I will know how to prepare for them properly, how to present myself better, and how to avoid mistakes, like the mistakes I did in that role play.

SELF- EVALUATION REVIEW

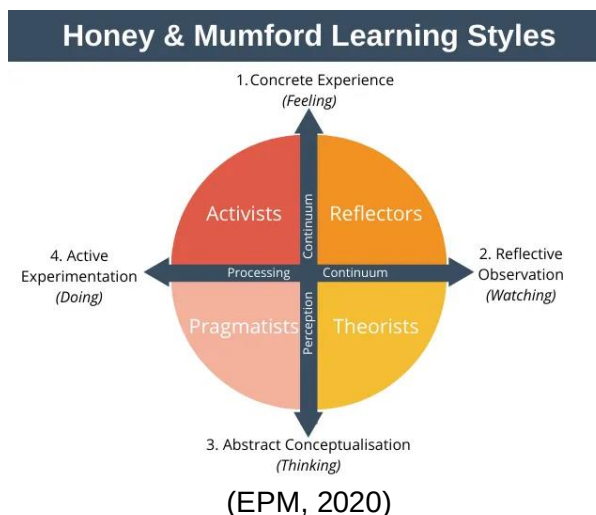
Over the past one year I improved my communication skills, and my knowledge. I learned many new things, such as how to work in a team effectively, how to develop my career, etc. Now I feel more confident and more motivated to go forward in my future education and future career development.

(Levin, 2022)

Self-motivation was very important for me as it is the power that push me to go ahead. That is my internal desire to achieve, develop, and moving forward. There are four factors to develop the self-motivation: self-confidence and self-efficacy, positive thinking, focus and strong goals, a motivating environment. Using all of them, I can improve my self-motivation as it is beneficial and help me to reach my goals.

(Lessons in class)

HONEY & MUMFORD LEARNING STYLES



Honey and Mumford's learning styles model identifies four different styles that people use to learn something new

- Activists - learn by just doing new things.
- Theorists - learn by understanding. They need models, concepts, and facts to be able to learn effectively.
- Pragmatists - learn when they can see how that they are learning can be put into practice in the real world.
- Reflectors - learn when they can observe others. They prefer to watch first and then perform an action

Using the Honey & Mumford learning styles, I can define myself as a Theorist and a Reflector. Theorist, because when I want to learn something new, I need to imagine it in my mind. That helps me for better understanding and remembering. Reflector, because when I must learn something new in practical way, then I prefer first to see how it happens and then I can do it.

(EPM, 2020)

MY CAREER AMBITIONS

Career ambition means that we have a desire to develop ourselves and move from our current position to another position, usually up at the professional ladder. To succeed career, I must set my outcome and performance goals, which will help me to achieve my long-term career ambitions. In my case I want a specific job, for which I need a specific qualification. My career ambitions are to work as a manager, preferable in the Hospitality industry. To achieve this goal, I need to acquire qualification and increase my knowledge and skills, such as communication skills, leadership skills, management skills, etc.

(Milano, 2017)

SWOT ANALYSIS

This SWOT analysis is about my strengths, weaknesses, opportunities, and threats. It helps me to identify the internal and external factors that will affect my ambition's future performance. This framework helps for better understanding of the strengths and how can I use them, how can improve my weaknesses, how to minimize the threats, and taking the greatest possible advantages of opportunities.

Strengths:

- Communication skills - I have good communication skills and always happy to meet new people and make new friendships.
- Positive attitude - The positive attitude is very important when I must work with other people. That makes the work easier and less stressful.
- Time management - Good time management is a key for success. I use these skills to organise all aspects of my life and work.
- Teamwork- I love to work in a team. It is a great way to meet people, to learn something new, to share ideas, to resolve problems and to have some funny moments.
- Loyalty – I am always ready to help, support or protect my friends, family members or team members.

Weaknesses:

- Perfectionism - The perfectionism usually is a positive thing, but in my case, it is my weakness. I always try to do the things perfectly and if it does not happen, I feel unsatisfied and very angry.
- Complex thinking – When I must do something new for me, my mind starts to work in very complex way. This takes me a lot of time and energy.
- Criticism – Excessively critical to myself, and to the other people, when the job should be done on time and in the best possible way.

Opportunities:

- Finding a good job – Having a Higher Education and experience in working at leadership position, will give me a great opportunity to find my dream job.
- New contacts – The new contacts, give more experience in working with plenty of different people and learn from them.
- Gaining new skills and knowledge – work on a leadership position is an opportunity to receive new skill and knowledge, which could be very helpful in my future career
- Improving leadership skills – Leadership skills are very important, when must work as a manager. That meant not only to do the job properly- it is meant also to have the respect of your team.

Threats:

The threats, which could frustrate the implementation of my career ambitions and further development include:

- High level of competition
- Changes in the stability of National Economic
- Pandemics/ Lockdowns
- Health or family issues

(Lessons from class)

SMART OBJECTIVES

Setting a goal is a good way to build a succeed career. Setting specific objectives is a clear way to see what time and resources we need to reach that goal and to make a progress.

One of the popular methods for setting our objectives for performance is the SMART Model.

My SMART objectives:

- **Specific** – To get qualification for a work on a leadership position
- **Measurable** – To complete 3 years graduation course, BALM (Hons)
- **Achievable** – To develop my knowledge and management skills
- **Realistic** – To improve my skills for work with other people
- **Timebound** – To increase my qualification by the end of 2024

(Indeed Editorial Team, 2022)

JOHARI WINDOW

The Johari window is a technique designed to help people better understand their relationship with themselves and others. This technique is very useful in a teamwork. The model works using four area quadrants:

Arena - In this quadrant is included everything we know about ourselves and are willing to share

Blind Spot – This area includes everything we do not know about ourselves, but the others know.

Façade/Mask – This area is also known as a Hidden area. It this area are included all things, which we do not want to be known by the others.

Unknown – In this quadrant are all things, which are unknown to us and anyone else.

(Self awareness, 2013)



(pic.: Wikipedia)

SELF-AWARENESS DIAGNOSTIC

The first step in Self-awareness diagnostic, using Johari Window, is to make some notes about myself, starting with my strengths and my weaknesses, which I am comfortable with and willing to share to others. All these notes should be written in quadrant 'Arena'.

The second step is to ask the other people for feedback about myself. When I receive the feedback, I must listen with respectful. Maybe the people will tell me for some my weakness, which I must accept and try to improve in future.

(Self awareness, 2013)

PERSONAL DEVELOPMENT PLAN

This Personal Development plan is created for better vision of my main goal and the way I must follow in future to achieve it.

What are my main goals?	To work as a manager in Hospitality industry
What skills I need to improve?	Communication skills, Leadership skills
What I need to realize my goals?	Qualification
What must I do first?	Complete Level 5 and Level 6 of BALM(Hons)
What obstacles might get on my way?	Healthy issues, family issues
Where can I find support?	University, family, friends, Internet
Benefits	Increasing skills and knowledge to work with other people; work in a busy environment, good career development

(Lessons from class)

CONCLUSION

The Module 'Professional Career Development' was very interesting and helpful for me. This module gave me a lot of knowledge for that how I can plan my future in personal and career aspects. Using different techniques and tools, such as SWOT Analysis, Smart objectives, Personal Development Plan, I learn to identify my strengths and to use them; my weaknesses and how to improve them; I can make plan of my goals and objectives, and how to build succeed career at all. The Role Play was great practical action, when I could clearly see my mistakes, and learn how to avoid them in future. All skills and knowledge from this module are very useful and will be in help for my future career development.

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APPENDIX 1

Interview Feedback Form

Date: 21/08/2022

INTERVIEWEE: Elena Furnadzhieva

INTERVIEWER: Fady Jghaimi

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☒ ☐	☐	☐	☐	☐	The role play was done face to face. The interviewee arrived early, and he created a good atmosphere for the interviewee. The interviewee has confidence and well relaxed.
Maintained eye contact	☐ ☒	☐	☐	☐	☐	
Hand and facial movements were natural	☐	☐ ☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐ ☒	☐	☐	☐	☐	
Displayed confidence	☐ ☒	☐	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒ ☐	☐	☐	☐	You have very good questions especially the follow up questions are very fantastic. You have responded very well to most of the questions. You know about the job role very well. Try to emphasize on the qualification related to the role. Try to mummering the question to reduce mummering and make sure you end the interview in a warm way. Overall, it was a successful interview.
Aligned answers with the needs of the company	☐	☐ ☒	☐	☐	☐	
Demonstrated skills with examples	☒ ☐	☐	☐	☐	☐	
Acted in a polite manner	☐	☐ ☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☐ ☒	☐	☐	☐	
Understood the position	☐	☒ ☐	☐	☐	☐	
Displayed enthusiasm	☐ ☒	☐	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒ ☐	☐	☐	
Referenced specific items on CV	☐	☐ ☒	☐	☐	☐	
Emphasised qualifications	☐	☐ ☒	☐	☐	☐	
Asked appropriate questions of the interviewer	☐	☐ ☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐ ☒	☐	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒ ☐	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐ ☒	☐	☐	☐	
OVERALL PREPARATION	☐ ☒	☐	☐	☐	☐	
POINTS AVAILABLE <u>100</u> POINTS EARNED ____ GRADE 70__ %						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW. FAEDU 21/08/2022

APPENDIX 2

Job application form

Application for: Head Housekeeper in a Hotel

Your details

Name: Elena Furnadzhieva

Education and training

Please give details:

(April 2007- June2007) - English for beginners - course to study English as second language at an advanced level

(1978 – 1989) Primary and Secondary education, Dimitar Madzharov Primary and secondary school, Madzharovo town, Bulgaria

Qualifications

Please give details:

(2021-2022) Certificate in Higher Education, Skills for the workplace, (in progress)

(1990 – 1996) Magister, Primary teacher, studied at Plovdiv University “Paisii Hilendarski”- Plovdiv town, Bulgaria

Employment history

Your current or most recent employer

Name of employer: Katrin Schneck

Job title: Housekeeper in a private household in Thames Ditton, Surrey

Length of time with employer: September 2019 – January 2021

Reason for leaving: Redundant

Duties:

My responsibility in that position included all aspects of keeping the house clean, tidy and safe at all time. My duties included also laundering and ironing for the whole family, some light cooking, shopping, light gardening, etc. There were two dogs in the house, and I should look after them and sometimes take them for a walk.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Housekeeper/ Nanny for a family in Thames Ditton, Surrey
Duties: As a Housekeeper/ Nanny my responsibility included keeping the house clean and tidy at all time as good as laundry, ironing, change the beds, organizing cupboards and wardrobes, cooking, shopping etc. Another part of my job was looking after two children, age 3 and 5, included drop-off and pick-up to school and activity, preparing light meal for them (some time for the hall family), help with homework, etc.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I apply for this job, because it is a role that I am very enthusiastic about, and I see my long-term career in this position. Having researched this company, I found that it is very innovative and supporting its employees in their work, and always striving to move forward and develop.

Right to work in the UK

Do you need a work permit to work in the UK? - No

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Katrin Schneck – 0753278****
Erika Rey-Raab – 0757260****

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Elena Furnadzhieva

Signature:

Date: 20/08/2022

APPENDIX 3

JOB INTERVIEW QUESTIONS

Job applied: Head housekeeper in a hotel

Question 1: Tell me about yourself?

Question 2: Why do you want this job?

Question 3: What are your strengths?

Question 4: How would you deal with a conflict with a co-worker?

Question 5: Where do you see yourself in 5 years?

Question 6: Do you have any questions for us?

My question: What would you need me to concentrate on in the first 30 days of starting?