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Lecturer: Anita Nan

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INTRODUCTION

The purpose of this report is, throughout reflections, to evaluate my career development planning, starting from the recognition of my lifeline in regard to my academic and career up and down moments. I will write about my self-reflection on the Role Play done in class for task 1, applying reflective cycle such as Gibbs, about self-motivation, and the learning styles, where I will explain my style. Furthermore, I will write my employment goal and my action plan. Career development refers to developing or advancing a person by himself or with the help of others with focuses on career advancement (Watkins, 2018). It includes getting work experiences and skills development required for meeting career goals and those of an organisation the person is employed in. Apart from that, professional career development experiences and skills are essential in all companies and business organisations. Professional skills help to improve the potentiality of a person's employability (Gerards et al, 2012).

PERSONAL LIFELINE

Following primary and secondary school in Italy, I have applied for higher education in languages at the age of 14 with 5 years ending at the age of 18 with a diploma. I struggled a lot during the first year due to family issues, and I did not pass the year. I had to redo the year, and all was fine until I had a misunderstanding with a lecturer teaching 3 classes in the course, and due to very low grades in her classes, I failed again for the second year. This situation cancelled my motivation, and I couldn't find any support. At the age of 16, I changed course and applied for human sciences, and I started enjoying again studying. After 4 years, at the age of almost arrived, I had another misunderstanding but with one of my classmates. I was afraid to go to school, she was bullying me, and I could talk to anyone, so I stopped going to school during half term. In the following year, while I was working, I started following private evening classes, and at the age of 22, I achieved a diploma in accounting.

I started working as a waitress, and at the age of 23, I could realise the dream to work as a receptionist in a hotel. At the age of 26, I stepped up as a receptionist manager for a new hotel. At the age of 28, I moved to Milan to grow professionally and as an individual.

At the age of 30, I moved abroad to Aberdeen and the following year in London, these experiences changed my life entirely, and I became more mature, ambitious, and with life goals to pursue.

At 31 years old, I have applied to work in London as an office manager and started a new career path which today at 34 years old, I am still developing with success, following a certificate of higher education in skills for the workplace classes which I aim to finish in February 2022, and this will boost my knowledge and my ambitions.

Managing to complete all my assignments so far in a country that is not my native one and managing my office with success, despite my background in hospitality, is my most significant achievement. I strongly believe that my past experiences formed me to become who I am today. In life can be essential to go through a difficult time to grow, mature and achieve.

RECRUITMENT AND SELECTION

Recruitment and selection are essential for any organisation as they help get the right persons for the correct positions (Wanous, 2017). From the role-play, I used Gibbs reflective cycle to help me better understand how to improve myself for my future interview, and I believe in the workplace.

In my last term, one part of the assignment was the role play based on creating and asking a mix of five hard and soft questions where we simulated a job interview with another student paired with me within my class. Initially, we filled a job form, and we shared this with each other to allow both of us to understand our skills and which job position we want to apply for.

When I started greeting my partner on the day of the presentation, I was already nervous, and I realised this because it was very difficult to smile naturally and feel relaxed. I was concentrated to listen to my partner, but I was thinking about other things simultaneously. For example, I could hear my work phone vibrating, from colleagues and clients from work calling me, while I have told my colleagues that I was having my assignment that morning and I felt frustrated and that no one really cared that was an important morning for me. Also, because I am very hard with myself, seeing myself so nervous set in my head that I was failing in part since the beginning, making me more anxious. The feeling to be assessed by my lecturer and heard from other students also worried me: not being perfect in other people's points of view made things even worse.

Reflecting on this matter, I realise that I have the same attitude in life sometimes; when I am not myself because when I really care about something and I want to be perfect, I make things worst being different from who I really am, without considering that if I could be just myself, everything would go even better.

Indeed, the role-play went overall well, and my partner congratulated me, but I was not happy because I could not control my emotional part, and I believe this is what ruins everything in my life very often.

This experience made me more aware that I should control my emotions and be more positive and that I need to earn experience and learn life lessons to improve myself. Stressing and being anxious does not give any positive results, but it is just making worst a situation that cannot be changed.

In conclusion, I became more aware of my problem; maybe I can try to force myself to smile more when tense, but with the fear of looking unnatural or just accepting myself with my weakness and stopping being

obsessed to be perfect. With this mentality, I will never be; I have the power to control emotions, and I have to start exercising this every day from now on.

SELF MOTIVATION

According to (Zimmerman et al, 1992), self-motivation is what keeps us pushing to go on and our internal drive to achieve our life and professional goals. It is tough to focus and have meaning in life without self-motivation, which applies to everything we do.

Also, with boring tasks, self-motivation can be found. For example, if we have to archive files, we should think about whoever will need those files in the future, will have a tidy archive where it will be easy to find information, so this work will be beneficial for others. What is really motivating me at work is the respect and appreciation from my colleagues and line manager. This motivates me to give the best I can and push further to become better every day without staying in my comfort zone.

At the moment, I am very motivated because I have a new employer and so a new job position. I want to achieve all the new challenges and demonstrate my value at work and myself. Luckily, I have this ambition that keeps me going in life to achieve my life and career goals.

LEARNING STYLES

According to (Willis, 2017) VAK refers to Visual, Auditory and Kinaesthetic learning styles. Every person has their way of learning and absorbing information, and my learning preference is the kinaesthetic. I discovered this through a questionnaire made in class.

Kinaesthetic learners need to be actively engaged in their learning process, such a role-play (Willis, 2017). They are good in decision-making, but they are quite slow on making them.

They need to have information on writing, and they like to read aloud. Their learning style is also affected by the environment: they work and learn better if they like where they are.

If I think about my job, in fact, in order to solve problems and complete my tasks successfully, I engage myself in all projects, I like to know everything that is happening, discuss loudly with other colleagues and have a good relationship. If in my learning process I feel under pressure and left alone without the possibility, I give late results of understanding, and I became anxious, seeing everything negative.

I can also confirm that if I complete a task by myself under the trainer's supervision, I can repeat it without struggling; if I watch doing something without interaction, I will be not able to repeat it, but I will do it in my own way.

SWOT ANALYSIS

In my swot analysis I understand that I can use my strengths to seek opportunities and work and develop on my weakness to reduce threats.

STRENGTHS ambitus, organised, good memory, time management	WEAKNESS communication skills, too much attention to detail, self-confidence
OPPORTUNITIES working for a big company, meeting deadlines, completing tasks on time	THREATS miscommunication, competition with other employees, stress

JOHARI WINDOW

The Johari window is a strategy for helping people better understand themselves and their relationships with others. It was devised by psychologist Joseph Luft and is largely used as a heuristic exercise in self-help groups and corporate settings. How to build trust in your team, fewer conflicts, solve more problems. Johari window is divided into open area related to things I know about myself, blind area which is what I do not know but other people do, hidden area which is what I do not want other people known and unknown area where there are no opportunities to demonstrate my skills. (Shenton, 2007)

OPEN AREA I know I like food, cats, I am a trustable and dedicated worker Other people know my sex, I am a student, and how I look	BLIND AREA I should be more relaxed Negative attitude Complaining to much Too loud
HIDDEN AREA Emotional Fragile Unsecure Touchy	UNKNOWN AREA Need opportunities to discover more

MY PERSONAL DEVELOPMENT PLAN

In my workplace, trustworthiness is an important requirement because I have to make sure all properties that I manage follow standard procedures essential for my company's income and reputation. This implicates excellent time management during the day to make sure that tasks are completed on time.

Communication skills are essential in my work environment and especially with our customers. The majority of them are very high profile and be able to communicate properly and efficiently to avoid miscommunication and poor costumer service. This includes the ability to listen to others which is also very important to catch up with all sites and projects progress and be up to date and so be aware of my company overall.

I believe I have these qualities, because otherwise I wouldn't have this job position even if sometimes, I lack self-confidence and I am experiencing difficulties with my communication. However, ambitions can drive to success and to achieve my tasks.

In the past two years, I gained confidence within my organisation skills and time management, working with Italians, like myself; now my current position is similar, but will help me to boost my self-confidence in an environment where the language used is English and I will learn a different cultural setting. To reach my goals, I need to become confident in my current position with all my current challenges, so I can grow in the company or be ready for a bigger company, with the desire to have more money and so affording to live by myself have my privacy in London.

In terms of short goals, I really want to learn my daily routine in my new job and get the certificate of higher education level 4. Checking on my long-term goals, I want to succeed on my tasks and be able to do more and learn more to grow, feel confident when speaking, reading, and listening and finally in 3 years, get a bachelor's degree.

CONCLUSION

Self-awareness and reflection in our skills and development is helpful for a better understanding of our future and present direction. Sometimes people are not encouraged to do so and are not bothered, but indeed is very helpful to improve ourselves in general and have a better and clear goal in life. This report helped me to think deeply about myself and recognise skills to improve to feel more confident and succeed.

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APPENDICES:

Appendix 1: Application form

Job application form

Application for Office Manager Construction company

Your details

Name: Marta Zapparoli

Education and training

Please give details:

Reliability and discretion

Adaptability.

Communication, negotiation, and relationship-building skills.

Organisational skills.

IT skills.

Problem solving skills.

Initiative.

Leadership.

Qualifications

Please give details:

2011, EF international school, Malta

2018, Executive PA, GBC Learning & Development, Uk

2019, Executive and Personal Assistant, Uk Professional Development Academy

2008, Technical Accounting institute, High School Diploma Alessandro Manzoni, Asti, Italy

Employment history

Your current or most recent employer

Name of employer: Big Ferro Ltd

Job title: Sales coordinator and Office manager

Length of time with employer: 2 years and 4 months

Reason for leaving growing professionally

Duties:

Making quotations

Selling company products

Customer service

Management of Projects operation

Administration

Buyer

CRM management

Previous employers

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

Oct 2018 – July 2019

Office Manager and Personal Assistant

Edward Williams Architects

Teamwork
Pragmatic organization
Administration
Office procedures
Team management
Handling private and confidential tasks
Xero software
Adaptability
Diplomacy

Feb 2018–Oct 2018

Duty Manager 535 rooms

Moxy by Marriott Hotel, London Heathrow, UK

knowledge of how to manage and handle the operation
difficulties
problem-solving
startup skills
training other staff members
positive attitude
Team management
Customer service
Human resource
English
Adaptability
Opera and Fidelio/ Oracle

May 2017 – Jan 2018

Duty Manager, 250 rooms

Moxy by Marriott Hotel, Aberdeen, UK

Organization

Motivation

Customer service

Human resource

English

Adaptability

Flexibility

Communication

Opera and Fidelio

Oracle

August 2014 – May 2017

Front Office Supervisor, 162 rooms

Moxy by Marriott Hotels, Milan, Italy

Startup

Customer service

Problem-solving

Bartender

Teamwork

Training new staff

Flexibility

Communication

Opera and Fidelio

Oracle

July 2011 – August 2014

Room Division Manager

Hotel Castello and Restaurant, Asti, Italy 4*Luxury

New opening

Daily hotel operations

Customer service

Team management

Administration

F&B

Sept 2007 – July 2011

Front Office Receptionist

Hotel Aleramo, Asti, Italy 4* stars 90 rooms

Check in & out

Customer service

Communication

Admin of my shift

Cleaning rooms

Supporting statement

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

Currently working for an Italian company as an office manager, I would like to transfer the skills achieved during these years in a different environment leaving my comfort zone and growing professionally and as an individual. Having developed myself to my current peak, I am looking for a new,

challenging position.

I am confident that my profile and my experience can be a valuable addition to your company.

I am an honest hard worker who will always give the maximum, achieve goals and tasks, and put passion into what I am doing daily.

I am a confident and natural leader who can lead teams with conviction.

I am flexible, adaptable, self-motivated, and a self-starter when needed.

Ambition is my key to success.

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.

Francesco Furcas, Director Big ferro limited
Aga Maciejewska- Guzik Director Moxy Hotel

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: Marta Zapparoli

Signature: *Marta Zapparoli*

Date: 8.11.21

Appendix 2: 5 questions

Interviewer Questions:

- 1- I saw in your job application that you enjoy challenges. Can you tell me about a challenge you experienced and how you managed it?
- 2- Tell me the 3 essential skills you think are essentials for a gym manager and why.
- 3- What are your strength and weaknesses, and what's your plan to improve the weaknesses?
- 4- Where do you see yourself in 5 years?
- 5- Why do you think you are the best candidate for this position as a gym manager?
- 6- Do you have any questions?