

BMSW4005

Professional Career Development

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Executive summary

Professional career development is a principle of enhancing personal attributes that will increase the potential of individuals to acquire their dream job. This report provides an example of role play how it can help me to develop certain skills and acquire practical experience of interview sessions in an organization. It also evaluates the basic employability skills that are usually considered by the employers of a particular company. This also provides an insight into my strengths and weaknesses that may hinder my career plan. The assignment also focuses on Kolb's reflective model that may help in planning my actions that may enhance my strengths and combat shortcomings.

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Introduction

Professional career development is the principle of how individuals grow their attributes to shape their personality that is accepted in the companies. This will help me to develop certain employability skills that will enable me to secure a respectable position in my desired company. This report sheds light on the professional skills development from past experiences and how it impacted my personality. This assignment aims at evaluating my understanding of skills and knowledge that will help me to work effectively in my desired company. The objectives of this study are to evaluate personal strengths, areas for development, establish employment goals, and an action plan to measure my activities.

A personal reflection on the role play and career development planning

The role-play from the previous assignment has provided an idea of how employers of an organization that how will an interview takes place and how I should answer them so that they can get an insight into my knowledge and skills. It helped me to prepare for my future interviews and practice the answers that I should give that will enhance my personality. From the interview, I can gain a complete understanding that how to be confident over the interview and what necessary answers need to be presented. The role play also helped me to understand what are the key skills require that search in a person before selecting them for a particular position (Römgens *et al.*, 2020). The role-play has enables me to plan how to develop certain skills and knowledge that will attract employers. This play has helped to analyze my weaknesses that may decrease my career opportunities and I may miss the chances of being a successful employee in the hospitality sector.

Demonstrate an understanding of the skills and knowledge which contribute toward working effectively, their readiness for employment

The skills and knowledge that are required to impress the employers of multinational companies are **communication, team working, adaptability, problem-solving, leadership, and negotiating attributes**. These skills will help me for maintaining the decorum of the company but also communicate and collaborate with my co-workers in the company. The development of both verbal and non-verbal communication skills will help me to communicate as per the requirement (Rowe and Zegwaard, 2017). The verbal communication skills will help me to maintain communication with the managers and employees in a particular company. While non-verbal communication skills will help me to write a cover letter and CV that may grab the attention of employers.

Team working skills will help me to work in a group and maintain coordination with my members to accomplish the common goals. These skills will help me to develop an active

listening habit that will enable me to listen to the viewpoints of my team members. Team working skills will help me to become proactive in the team and complement my work with my group members (Parker *et al.*, 2019). Adaptability skills will help me to adapt to new changes, locations, teams, and managers. These skills will enable me to maintain my performance rate and positive attitude towards the company and infuse change policies in my activities. Problem-solving skills are important while working in the company as professional life is full of surprises and problems that an individual can face directly or indirectly. Hence, developing these skills will help me to critically evaluate the situation and provide effective solutions that will benefit both the company and me.

Leadership skills will help me to motivate my co-workers and will enable me to solve problems and build interpersonal relationships with them (Aslam, 2018). These skills will help me to get a promotion and I may have my team in the future. Lastly, negotiating skills will help me to manage disputes, maintain relations with my co-workers and get my work done. Hence, these skills are important to develop to sustain my career in my desired company.

An understanding of personal strengths and areas for further development

I have been working in Coop as a Transport Support assistant in which my job responsibility as a transport clerk is to dispatch the duties during the operational issues for spontaneous service. I have developed certain employability skills that will help me to get a higher position in the travel industry. These skills are ***hard-working, team working, motivation, adaptability, leadership, computer skills, and problem-solving attributes***. Additionally, I am a staunch believer that hard work will pay the price at the right time. I try to manage and fulfill all the responsibilities that are given to me so that there is no way that the company lack behind in its commitment for me. As a transport clerk, my sole duty was to develop a supportive team that will be proactive in taking challenges and solve any issues that will arise during the operation. My team working skills have helped me to communicate with my co-workers and analyze the common attributes of individuals that have enabled me to group them (Fiaz *et al.*, 2017). Even after building a team, these skills have helped me understand each member's abilities and increase coordination between co-workers to accomplish the common task.

I always try to maintain a positive attitude and motivation towards my job role so that I can influence others and set an example for them. This attitude has helped me to sustain my previous job in Coop as I was known for my cherish behavior and motivating skills. I have developed adaptability skills as facing new challenges and changes in the operational unit of Coop has helped me to enhance this attribute in my working activity. Hence, I can adapt to new changes and teams as per the requirement. These situations have also enhanced the

leadership skills that help me to motivate others to accept the challenges (Karagianni and Jude Montgomery, 2018). I have also knowledge about basic computer techniques that helped to keep a record of risks. I have developed problem-solving skills that helped me to understand the risks and effectively evaluate solutions that may resolve the situation without hampering the service quality. This attribute may help me in future companies where I can easily handle situations.

The areas where I lack behind are ***non-verbal communication, negotiation, self-analyzing, time-management, and creative skills*** that may help me to increase my brand. Non-verbal communication will enable me to make my cover letter and CV interesting. Negotiation skills will help me to maintain and manage relations with my co-workers and their partner companies. The self-management skills will help me to evaluate my steps before exclaiming new plans or decisions. In the travel industry, creativity is the content that attracts tourists to book a service or a particular company. Hence, I should develop creative skills such as patience, new designs, and innovative ideas.

Establishing their employment goals and develop a personal action plan/development plan

I have developed some employability skills such as team working, motivation, leadership, problem-solving, and adaptability attributes however, I lack other major aspects that I need to grow. The skills I need to develop are communication, creativity, negotiating, resilience, time management, and self-analyzing attributes that will enhance my knowledge base. I have developed my employment goals based on the SMART tool that will help me to identify the specific skills required to be a part of a multinational tourist company. According to my employment goals, I want to develop the skills that I lack.

The personal action plan is the set of activities that individuals decide to accomplish within a time frame. In simple words, this plan will help me to understand my weaknesses and how I can overcome them within a period.

Objectives	Area of improvement	Action	Time frame
To develop specific skills that will enhance my professional attributes.	I lack in developing necessary professional skills such as communication, resilience, and time	I have started taking professional coaching classes to learn these skills.	1-2 months

	management, creative and negotiating attributes (Shaheen and Hameed, 2020).		
To measure the effectiveness of new skills	I lack self-analyzing skills that may impact my decisions and may reduce the effectiveness of other attributes.	I have started making notes of my daily activities that are helping me to analyze my strengths and weaknesses.	1-2 months
To achieve new skills	I lack creative skills such as patience that are required to pursue new knowledge (Grit <i>et al.</i> , 2019).	I have started practicing yoga and meditation to increase concentration.	1-2 months
To increase relevant skills required in travel industries	I lack resilience skills that will help me to decide for tomorrow.	I am maintaining the daily journal of my everyday activities that help me decide for tomorrow.	1-2 months
To provide a time frame to overcome the weaknesses	I lack time management skills.	I am trying to manage time and organize my schedule to meet all the deadlines.	1-2 months

Recruitment and selection

Recruitment and selection is the sole duty of the employers of an organization to infuse the right talent in the company that will increase the productivity rate of the company. The employers receive thousands of applications from the applicants and from there they only select 1-2 candidates. The role-play from the previous assignment has provided me an idea of how the employers going to take the interview and what they expect us to do or answer. The first question that employers generally ask is to introduce yourself (Weller *et al.*, 2018). I usually try to highlight my skills and knowledge such as hard-working, team working, motivation, adaptability, leadership, computer skills, and problem-solving attributes. Then they

ask how others may address me in the company if they selected me. From my previous experience in Coop, my co-workers addressed me as positive, hard-working, and straightforward.

The main question that employers ask in the interview that should be asked smartly is why I am leaving my current job. This question is the one that mainly changes the attitude of employers towards the candidate. I answered that I have learned many things but I think I have already gathered knowledge from Coop and want to step ahead solve complex issues. Next, those employers mainly ask what are my strengths and my contributions for an increased productivity rate of the company. I said about my past experiences how I used to handle negative situations and I may help in solving critical problems and operational issues. I may also improve my answers by implementing Kolb's reflective model. This model is a principle of acknowledging experiential learning and analyze the importance of it in my future career planning (Morris, 2020).

Kolb's cycle is the reflective study of individuals' learning that they gain from their past experiences that may help in future growth. The cycle portrays four stages that are concrete experience, reflective observation, abstract conceptualization, and active experimentation (Din *et al.*, 2020). Concrete experience is the physical occurrence of an event in which an individual was a part of that incident. This mainly helps me describe my job role and responsibilities in my past work in Coop. Reflective observation is the procedure to take note of the experience and analyze the effectiveness of that event. In this, I can analyze my steps and evaluate the shortcomings that I have that may hinder further growth. Reflective observation also provides an answer to how other people think of me in the organization.

Abstract conceptualization is the realization of the weaknesses and how individuals can improve their performance and build necessary skills (Subekti, 2020). This will help me to develop necessary employability skills that will help me grab the attention of the employers of an organization. Active experimentation is the principle where the individuals practice the newly acquired knowledge and skills. The role-play from the previous assignment has helped to practice how interview takes place and enhance my verbal communication skills. This experiment also helped to practice my new skills such as resilience, self-analysis, time management, creative and negotiation skills.

Conclusion

From the above explanation, it can be concluded that professional development comes from the personal reflection of attributes that I have already acquired from past experiences. The role-play in the previous assignment has provided a live example of how employers of an

organization take interviews of new candidates and what are the relevant questions they ask. This has helped me to evaluate my strengths such as communication, team working, leadership, problem-solving, adaptability, and motivational skills that will enable me to work effectively in the company. The role-play has also pointed out my weaknesses that may hinder my career plan that are non-verbal communication, negotiation, and self-analyzing, time-management, and creative skills. Kolb's reflective model helps me to evaluate relevant learning from my experience in Coop and enables me to plan for enhancing my skills.

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