

Professional Career Development

(BMSW4005_LON)

Task 2 Report

Student Name: Comfort Bentil-Tumi.

Student Number: 2008733

Lectures Name: Gulnar Ali.

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Introduction

Throughout this unit, I have learnt that professional career development is one of the most important aspects of every career. It plays a very important role in career advancements as well as personal growth. The establishment of goals for professional career development is frequently centred on improving learning practices or developing curriculum (Wetherill et al, 2002).

At common law to employ means to engage an individual to work, whilst the engaging party has the right to control and access the way the work is to be performed. (Goldstein et al ,1999, p.984) Employers look and seek individuals that have the “the character or quality of being employable”. This are commonly terms employability skills. (McQuaid and Lindsay, 2005, p.199)

To assess the relationship of employer and employee and what criteria to ensure a person can maintain such a relationship, I played a role as an employer and employee. The report will reflect and outline the employer, employee relationship alongside a personal plan and swot analysis based on what I learnt from the role play using the Gibbs model of reflection.

In this report, I will write my reflection using Gibbs model on the role play as well as my career development planning with a demonstration of my understanding on the various skills as well as knowledge needed to work effectively, my readiness for the world of employment, my goals, and my action plan for development.

Employment Relationship

Employment law and acts regulate employer employee relationships. Some of these acts are Employment Act 2002, Employment Relations Act 2004, Disability Discrimination Act 2020, Human Rights Act 1998, and the National Minimum Wage Act 1998. In the Employment Act 1996 it requires that employers issue employees with written particulars in the terms of the contract. Such as the probationary period, notice period, benefits, confidentiality, termination, policies, and procedures. (Russell,2021). In addition to employers providing these terms employees also have a role to play and responsibilities. Employees are supposed to take care of their own health and safety, report illnesses or anything that might affect their ability to work such as a pregnancy. But some social norms they must adhere to is making sure to be on time and show respect to managers and colleagues and customers. (NiDirect,2021)

The Recruitment Process of Employment.

Attracting and selecting persons for a job role is what recruitment and resourcing are all about. Recruiting the proper people is critical for businesses that require people with specific skills and talents to achieve their objectives. (CIPD,2020)

No legal or government law deals with recruitment it is entirely up to the recruiter who get picked for the job. However, acts such as the Equality Act 2012 makes it unlawful for employers to discriminate against who they pick for reasons such as disability, age, race, religion, sexual orientation and much more.

There are process steps that occur for recruitment. Firstly, the company must identify that they have a need to hire persons and then move on to advertise the work. There are many ways to recruit and attract individuals. Some include, social media sites, job boards, recruitment agencies such as indeed.com and by classic word of mouth.

Individuals then put forward an application to be reviewed and these are usually a CV or a cover letter. If they pass this stage, they go on to the interview stage.

Interviews may be face to face, phone interviews and so on. Finally, when an individual passes this stage, they are granted the job offer and they have the option to accept the job or decline the offer and on acceptance a contract is drafted establishing an employer and employee relationship. (Smart Recruiters, 2021)

Gibbs Model of Reflection.

The reflection model that will be used to evaluate the role play of a job interview will be the Gibbs reflective cycle created by Graham Gibbs. The stages used in this model help one process cases and situations better and provides a structured approach to reflection.



Figure 1. (Gibbs, 1998, p. 50)

Reflection On the Role Play.

Description

The role play occurred in pairs of two through Microsoft teams with the professional career lecturer present. As part of the task in preparation for the interview, we were asked to research and prepare five interview questions often asked specifically in relation to health and social care. Practicing interview questions and answers is important because it helps you feel more comfortable talking about yourself. (Columbia Southern University, 2019) In this instance, practicing helped me improve my skills in how to articulate myself.

In the pair given we both took turns role playing an interviewer and interviewee and took 20 minutes for both role plays.

Feeling

Initially, I felt nervous. The research unexpectedly took majority of the time. The research was lengthy to ensure that the questions I had put together were professional and effective as well as my answers being employable. Gallo (2011) states that “practice can be very useful and is highly recommended because in addition to building confidence, it also tends to improve quality”. After the mock I gained more confidence from the feedback I had received, I was certain I was on the right track and as a result my focus turned more towards the practice of my speech and presentation.

I felt secure with the partner I had as we spent hours together in our own time practising and putting things right. The teamwork, we generated made the process go smoother. Recalling the process now I am happy and satisfied with my progress although there were a few hurdles to jump.

Evaluation

Most things went well. The part I struggled with was that the research took more time than expected. Therefore, it meant I had to arrange times to meet up and that was a bit of struggle as my partner and myself lead busy lives and have intense schedules. However, I was able to work times out to get the work done. During the interview I was professional, focused, and positive and I thoroughly enjoyed the whole process of the interview. It's important that I evaluated this interview since improvement of interview skills can make the difference in succeeding in the future (Burton, 2016).

Analysis

I was aware of the importance of being prepared and therefore that was important to the progression of the task. It is expected that one must have good knowledge and understanding of the organisation and department you have applied for. (Hardavella et al, 2016) Hardavella et al, (2016) states that “knowing all this information shows enthusiasm for the job and also gives you the opportunity to apply your personal attributes to the organisation's needs and goals”. I intend to use this newfound knowledge towards any interview I find myself in. Generally improving on my employability skills is different to sharpening the skills a particular employer will require, and I understand that better after the role plays. In addition, I must approach an interview with a professional attitude and most importantly be able to promote myself and all my strength showcasing desirable characteristics. The experience I have learnt over this unit will help with my professional development as I aim to pursue a job in a managerial position in the future.

Text

The lectures were extremely helpful regarding the preparation of the interview. Many videos were made available by the lecturer (CareerVidz, 2019).

In addition to the videos, we were given the chance to write self-reflecting essays in week 2. These were extremely helpful as it was able to hash out any mistakes in how we write reflectively. For example, I was then able to know that I was too descriptive and that I needed to evaluate and analyse my experiences better.

Conclusion

The role play has taught me the importance of sufficient preparation. It is a building block towards a successful interview. I have also learnt good time management skills as well as being accommodating to my partner, in relation to busy schedules and succeeded in making the time for both of us. The role play activity has confirmed that I took the right steps therefore I can continue to make the same decisions for upcoming job interviews.

Personal Development Plan

In my plan I will be listing my short, midterm and long plans. They are based on my career objectives as well as my current educational objectives I have set for myself. They are as follows below:

Communication skills

- In the short term, whilst I aim to complete my level 4 in CERT, HE for Health and social care, I will ensure that I use the school library and its resources to improve on my communication skills. For example, using the school resources will broaden my horizon in terms of my presentation and writing skills. I hope to achieve this goal by the end of the academic year.
- In the medium term, I intend to progress my education by completing level 5 and 6 in healthcare in two years. To improve my communication skills in this time, I will take leadership of group presentations by communicating effectively with my team.
- In the long term, I plan to take on a managerial role and put what I've learnt in practice in the workplace.

Time management

- In the short term, I intend to improve by adopting Eisenhower matrix technique. I will prioritise the most urgent matter first, and then delegate when necessary. I hope to complete this goal within a year.
- In the medium term, I will make sure to prioritise my level 5 and 6 course over other matters to ensure I get the highest grade.
- In the long term, by the end of level 5 & 6, my time-management should be outstanding, and I should be able to manage time effectively as a manager.

Presentation skills

- In the short term, I intend to watch videos about presentation on YouTube and take notes on how to be a better presenter. I would like to complete this goal in approximately 6 months.
- In the medium term, I would attend seminars on presenting to get a real-life experience.
- In the long term, I will present in front of my colleagues and lecturers with the knowledge gained.

SWOT Analysis

Strengths

My biggest strength is my ability to research a topic and do it to great lengths. I can collect my references in the relevant research area. I unpack the salient elements and make my own assessment. In addition, I identify areas with the text that could be improved and find answers as to how. This is of great help in a work setting as I can pick apart the relevant information in any situation, unpack the issues and find answers to them. Constant researching keeps my mind and information current therefore the information at hand is always relevant to the date and therefore makes me knowledgeable and reliable.

Weakness

The world has progressed, and technology has increased, however there is still a struggle for me to use technology systems. Everyone relies on technology for work, education and every single aspect of life therefore improving and keeping up with the technological advancement is important. Practice is the only way to improve this skill.

Opportunities

The biggest opportunity for my self is being able to attend university. I intend to use this to improve my professional career and elevate to a manager status. UWTSD will give me the chance to improve skills in a high concentrated environment therefore will see results faster. My workplace also presents opportunities with the continued professional career development.

Threats

With the ever-changing technology in the workplace and Universities, I must ensure I am improving my technological abilities to be effective both in my workplace and the University.

Conclusion.

In this report I have reflected on my interview skills in a role play using the Gibbs reflective model as well as analysed the skills required to make it in the world of employability. I understand that to improve oneself and continue to climb up the employability ladder I need to always look at my strengths and weaknesses and find ways to combat my weaknesses and keep assessing my performance. (Kim Lee, 2021)

Continuous skills development can then only be achieved through professional career development such as making the personal development plan and doing a swot analysis. These are key to career advancement.

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Appendices

Johari windows model

		Known to self	Unknown to self
Known to others	Unknown to others	OPEN AREAS ARENA I am a good team player. I am empathetic. I am passionate. I am a good communicator. Able to work under pressure. I am a good listener. I am patient. A great organiser. I am a critical thinker. I am a dependable person.	BLIND SPOT Ability to manage and lead a team successfully during difficult times. Ability to negotiate on behalf of both staff and clients.
		HIDDEN AREAS I find it difficult at times waiting for others to come back to me when the completion of my own task depends on them.	UNKNOWN AREAS Unforeseen challenges that affect your daily life. Society transformation e.g., ever increasing technology which can impact work performance.

INTERVIEW QUESTIONS

WHY SHOULD WE PICK YOU?

You should pick me because of the qualities I possess. I am empathetic, compassionate, hardworking and a great team player. These qualities align with your NHS trust values which

are working together for patients, respect and dignity, and everyone matters. As a mother of 4 and a grandmother I also know the importance of prioritisation and organisation which will be an asset to your team. I believe in empowering my team members. I look at it in terms of a human body. Each body system has a role to play but they depend on each other to fulfil their roles. This role will also help with my personal and professional growth to help achieve higher standards as I aim to learn and develop in your department.

GIVE AN EXAMPLE OF A TIME YOU CONTRIBUTED TO MISCOMMUNICATION AND HOW DID YOU RESOLVE THIS? GIVE EXAMPLE

I would firstly admit that there has been a miscommunication and that I have a role to play in this happening. I would provide clarity about the miscommunicated information to the party involved. Apologise for the previous mix up. (Maintaining a dignified, respectful manner). Educate yourself on the situation and steps to prevent this from happening again.

WHAT MAKES YOU QUALIFIED TO WORK WITH ELDERLY PEOPLE IN THE NHS?

My experience has shaped me to gain qualifications for this job. I was a sole carer for my grandmother hence I understand the fulfilment as well as challenges required for this Job. Not forgetting the incredible care received from medical staff contributing to a good quality of life for my grandmother. I understand that a big part of working with the elderly is liaising with their family to ensure that both parties are safe, happy, and comfortable with the care provided. Making sure that the families have a support system while caring for their elderly members. My career progression and working in various care homes for several years has filled me with pride and passion to continue in this line of work. I would be honoured to provide a higher standard of care for other individuals with the practical experience I have gained over the years.

WHERE DO YOU SEE YOURSELF IN 5 YEARS?

In 5 years, I would have hopefully graduated from my foundation course and any other subsequent courses with distinction. I would have hoped to be in a managerial position where I could share my knowledge and experience to upcoming support workers.

WHY ARE YOU LOOKING FOR A NEW JOB?

To achieve the best possible version of myself, I undertook this foundation course to attain this aim. This job for me is the next phase in my career progression.

NHS STANDARD APPLICATION FORM

Please fill in the Application form and check it carefully before returning it. If you wish to apply on-line you can do so at www.nhs.uk/jobs. Please note that questions marked with an asterisk * are mandatory and therefore must be answered.

For Office Use Only
Online Reference Number:

APPLICATION FOR EMPLOYMENT WITH

Northumberland, Tyne & Wear NHS Trust

APPLICATION FOR EMPLOYMENT

Job Reference Number	NTW
Job Title	Advanced Care Practitioner
Department	Department of Health

Personal Details

* Surname/Family Name	Bentil-Tumi		
* First Names	Comfort		
Name in which you are registered with a professional body (if applicable)	Comfort Bentil-Tumi		
Title	Ms	UK National Insurance No.	
Address	48 St. Michael's Avenue Yeovil		
* Postcode/ Zip code	BA21 4LH	* Country	United Kingdom
Home Telephone		Mobile Telephone	07656783241
Work Telephone	01475492347	May we contact you at work?	☒ Yes ☐ No
Email Address	cbttumi@gmail.com		
* Do you require us to obtain a work permit for you to work in the UK under the terms of the Immigration and Asylum Act 1999?			
☐ Yes ☒ No			
Please supply details of any permit currently held including number, validity and expiry date.			
N/A			
Are you a Department of Work & Pensions New Deal Candidate?		☐ Yes ☒ No	
Are you an NHS professional returning to practice?		☐ Yes ☒ No	

