

Professional development Plan

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Introduction

When applied to the task of advancing one's career, the term "reflection" refers to an approach for assessing the factors that significantly impact one's growth and development. According to

the notion, this is a crucial part of introspection and growth. This research uses an interviewer role play scenario to analyse the impact on vocabulary and thought process. To achieve this objective, I want to use reflective frameworks to assess the knowledge and expertise I earned from this experience. With the use of Gibbs reflective model, this report will explain the nature of the questions posed during the interview. In addition, the report will elaborate on the author's abilities and the kinds of work they'll need to do in their upcoming position as a customer service manager.

Role play and career development

The role-playing exercise in this module has been really helpful to me because it has allowed me to put myself in the recruiter's shoes and begin preparing for an interview with the goal of getting hired. In the simulation, I was an investigator. To get here, I had to spend a lot of work on my own. In order to better prepare for future job interviews, I decided to take advantage of this opportunity. As part of my investigation, I read a wide variety of papers and reviews of literature concerning various aspects of the recruitment and selection process. I learned a great deal about how to discover the ideal candidate for the position from these research papers as well as scholarly articles.

Therefore, role-playing is an effective method of preparing individuals for the many responsibilities they will assume in their future careers. Role-playing is also essential since it helps develop critical thinking skills, interpersonal relationships, and self-assurance while also enhancing imagination, communication, and problem-solving (Johnson et al, 2022). Teaching concepts through role-playing is quite effective. Potential benefits to real-world productivity as well as relaxation from simulating the impacts of virtual worlds have been discussed.

Roleplaying is an excellent method for teaching multiple concepts at once, such as how to construct discussions with others, how to take in information directly, and how to modify one's behaviour almost instinctively. Students who want to benefit from role-playing activities must be willing to put themselves in the position of the person they are playing.

Companies utilize a wide range of methods to determine whether or not a candidate is qualified to do the tasks associated with a particular job opening. A combination of these techniques is used to evaluate a candidate's suitability for the job. Consequently, strategies are selected taking into account the capabilities already present inside the organisation. One needs effective communication skills, and the ability to keep track of time and make decisions, to be a successful recruiter.

Five questions were asked during the interview, all of which pertained to the career I was hoping to enter. In order to evaluate my potential fit for the job, the interviewer wanted to know more about my long-term plans, hence the questions. Lots of inquiries were asked about my personal aspirations in addition to my professional ones. The interviewer was trying to get me to talk maturely about my goals for the future. The interviewer also probed me on my ultimate retirement goal to get a sense of the extent of my career as well as my plans for it.

Customers will become more loyal if customer service goes above and beyond fixing problems and begins anticipating their wants and requirements. Successful solutions for customers can be developed when support staff are inspired to go above and beyond, or when a contact centre system makes it easy to upsell or cross-sell services related. More and more, the lines

between products and services are blurring, and consumer delight is now an essential part of any successful business.

Companies of all sizes, especially those without much capital, are finding ways to include product sales into their contacts with customers. Some online businesses will first set up support centres as headers and footers, while others will add links to relevant assistance articles on specific pages. In addition, some software creators are integrating customer support request submissions into their promotional activities. Improved quality of service is moving toward providing help within products.

Gibbs reflective cycle

Description

By using role-playing, students were able to safely assume the perspectives of both the hiring manager and the candidate. By the end of it all, the participants will know what it takes to get hired. The recruiters had to make their own checklist, and the prospects had to answer the questions on the spot, in a very basic setting.

Feelings

Having my mentor review my work and the opportunity to expand my knowledge in many ways made me both eager and anxious to get started on this project. For my first time playing this sport, I made sure to take extra safety measures.

Evaluation

After examining my work, it was determined that I could improve in a range of areas. Overall, the process was really instructive, as it allowed me to pick up knowledge on a wide range of professional topics connected to the action (Adeani et al, 2020). The actual system of the roleplaying scenario, in which I was required to think like a recruiter, was fantastic. It has not only helped me develop the skills necessary to participate in the hiring process effectively, but it has also helped me gain insight into the recruiters and examine the procedure more carefully.

Analysis

There is, therefore, opportunity for enhancement in the procedure of questionnaire development. Although I have encountered a set of situations questions before, I had no idea how to successfully implement them during the interview. For the future, I'd like to get better at making surveys. After doing some more digging, I realised that I have some slack in the decision-making and time-management departments (Li et al, 2020). By honing these skills, I hope to be better equipped to handle the professional obligations that have been placed in my charge. It will also help you succeed in your career in the years to come.

Conclusion

Therefore, it is safe to assume that my hard work on this task has been appreciated; but, there are certain facets of the project that need my full attention, and I should also take the feedback into account. Participating in a self-reflection process and self-improvement, which can be achieved through reflective practice, is essential for sustained development.

A plan of action

The following strategy has been developed in light of the aforementioned analysis. The objective is a sustained improvement in one's personal and professional functioning.

Personal strength and development

Personal strengths are those things that a person is good at doing because they are able to draw upon and make the most of their inherent characteristics and talents to accomplish their task and achieve their goals. Let me give you an example of a strength I have that is relevant to this position and the interview process:

Those that are excited about their work tend to be more dedicated to the team as a whole.

Dependability - Faith in one's own abilities is bolstered by a high moral standard (Liu et al, 2020).

Creativity - Creativity helps a person be more creative, which in turn allows that person to generate more original ideas.

Discipline is the ability to focus and persist in one's work, and can be learned by anyone.

The ability to remain calm under pressure relies heavily on the virtue of patience.

Integrity - Integrity helps show respect for the other team members in the firm.

The ability to set and stick to goals thanks to self-control.

Our results on what HR experts consider to be the most important skills lead us to believe that prospective employees' technical knowledge and academic qualifications do not need to be accurate. As a result, we're focusing on the first option instead. An employee also needs to take stock of their own shortcomings. Weakness evaluation is useful for finding a person's potential flaws.

It's possible to see a problem in an individual if they're not able to adapt to the latest tools and methods in customer service management. Business owners and recruiters have realised that it is much simpler to train intelligent people to perform any activity compared to in the past. They still need to learn a much more challenging skill, and this will take too long. Analytical skills, people skills, and even core competencies are all well-represented within this crew. In addition, the following steps are essential to take in order to strengthen and develop oneself:

Communication Proficiency

Employers are more likely to notice a candidate's communication skills than any other single quality. The employer will begin assessing your qualifications for the job the moment you make contact with them (Alias et al, 2021).

Capacity for analysis and research

One worker stands out from the rest due to his analytical mind and strong scientific abilities. The willingness to consider a wide range of options before settling on a response demonstrates employees' commitment to achieving true, complete comfort. It could make the difference here between a silly idea and one with huge financial potential for the company.

Capacity for change and modification

Both of these words are employed to describe the trait of being adaptable. Its multitasking prowess and flexibility to adapt to shifting leadership, policy, and environment are two of its most prized qualities.

Employment Goals

The goals of my position are as follows:

- Promotion to a higher level within the company
- Gaining entry to upper management requires
- To learn more about the technological factors that affect customer service management
- So that I can stay abreast of developments in the field of customer service management
- To complete all tasks on time so that I can be considered for promotions when they are offered.
- Increasing my output so that my employer can rely on me more frequently
- Being in a position that challenges you while also paying off is a dream come true (Nord et al, 2018).

Action

My methods for developing effective actions are as follows:

I hope that by gaining more experience, I will be better able to communicate with my superiors. I'm going to enrol in a rigorous training course to hone my technical abilities.

Technology, software, and human skill developments that can improve the management and assistance of customer interactions. Find a job where you have a better chance of being promoted to a managerial role. Improve my focus so that I can get my work done on time and to a high standard. Boost my confidence and self-esteem.

Conclusion

Since role-playing has helped me so much, this report will be invaluable to me as I continue my education and career like a customer service agent. It helped me better comprehend the employment selection procedure. Finally, the report reflected on the interview and the candidate's potential moving forward in their careers after reading the role play analysis. The report also covered a reflective process that taught the author how to put reflective frameworks into practice during the self-reflection process.

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Appendix

Interview questions

1. Can you tell me something about yourself?
2. From your perspective why is customer service important and what does it require?
3. Can you describe a situation in which you had to deal with a difficult customer? Which approach did you use to deal with the situation, what skills did you put into practice?
4. Have you ever struggled to communicate with a customer because you did not really understand their request?
5. Where do you see yourself in 5years?