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Professional Career Development BMSW4005

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Introduction

The writing of this report focuses on job expectations and what employers are looking for from their employees, in addition, an in-depth analysis of the process of how to find work, what are the most important laws concerning themselves and, a brief reflection on the role played at the end of the third term, where, with the participation of another student, a job interview was simulated. Finally, an insight into my current position and the development of my current career.

The employment relationship

First of all, it is right to make a brief description of what employment is in general, it is an agreement between an employer and an employee, who is required to provide specific services that can be carried out in the workplace or elsewhere. (*CSN Team, 2020*) The work agreement is always projected to different guarantees such as:

The work will take place in the workplace designated by the employer (which can be the home or any other place as long as it is equipped with the necessary to be able to ensure that the work is done). We work to meet the company's objectives and missions, and in return you receive a financial reward. The employment contract can be stipulated in different forms, it can be both verbal and written. It is advisable to be aware of what skills companies are looking for at the time of research, then in most cases companies are looking for people with good personal values and motivated to achieve successes that benefit the company itself.

At the beginning of the third term, we deepened an exercise which required to classify in order of importance which qualities are most important for us for an employer. Listed here are the most important qualities for me that every employee needs to keep their workplace safe:

- Reliability and responsibility

It is important to be punctual and to be responsible for one's actions and behaviour.

- Positive approach

Being positive in the workplace is important, as we tend to be motivated to carry out the work in a well-established time and above all it does not create clashes with colleagues and superiors.

- Flexibility

This is a skill that matters a lot, many employees have difficulty adapting to new colleagues, new ways of doing and new learning systems, and this does nothing but weaken the performance of the company and personal progressions.

- Fairness and honesty

Trust in an employee is vital for some companies, especially those dealing with money or economic movements.

These values or qualities are at the same time the responsibilities that employees must have towards the company or the employer, but equally every company or organisation that offers work must respect certain responsibilities towards employees. It is commonly believed that the only responsibility of the employer is to deliver the pay slip, pay the salary and prevent workers from getting injured in the company. (Willis, 2019) The list of duties is very long and first provides for the guarantee of a real employment contract, protecting the privacy of employees, ensuring safety and psycho-physical health, and avoiding creating contexts aimed at a single religious orientation, political or racial to avoid any form of racism or discrimination in the workplace. In agreement with the British government, which is facing the exit from the European Union (*Brexit*), acts concerning workers' rights have been formalized over time, and one of the most important one for me is part of the Equality Act 2010 and consists of a very specific order of rules to be followed when an employee is restrained, to ensure that no kind of discriminatory forms are created. In fact, human resources at the time of an interview are required not to be interested in age, sexual orientation, pregnancy, religion etc; (gov.uk, 2013) I deeply believe that it is one of the most important acts, as in other countries personal judgment based on a personal's private life sometimes matters more than what future employees are able to produce on the workplace.

The recruitment process

The recruitment selection is one of the most important activities within a company, being able to select collaborators who are in line with expectations and know how to work in a team, use their skills and are willing, at the same time, to keep learning, it is not easy.

Therefore recruitment, generally entrusted to Human Resources / HR, since they have effective methods in choosing potential new collaborators, and above all they are those who do advertising, or communicate which characteristics make that workplace, respectively that company, unique and peculiar. In most cases, with equal pay, and more generally, with equal conditions, the company perceived as the most prestigious is chosen by the various candidates; it is as if the jobs were products or services, and the company had to promote them thanks to marketing strategies to make them perceive their strong distinctive value.

The advertising process can also be associated with the Job description, since in this section the company that is looking for new employees must make known what skills are required to fill the position. Most of the time when applying for a position, companies also require the person specification, this is nothing more than a list of skills that the future employee must have to fill that specific role. (*See appendix*) Furthermore, the recruitment process includes filling in the application form, this is nothing more than a special template, which requires you to write about your past work experiences, personal data, contacts where you can be traced and the reasons for which you are applying for that position. (*BBC, 2020*)

[The Role play interview](#)

In the ninth week of the third term, we got to the point of simulating a real job interview, where it was required with the participation of a partner to interview and be interviewed. First of all, I think this has been one of the most constructive exercises so far, as I have had the opportunity to focus more on myself and be more prepared for future interviews. At the end of the interview, we had to fill out a feedback form, which developed on very specific canons such as appearance and pose, or the way we presented ourselves, if we made particular gestures with our hands, or if there was enough eye contact, especially if we knew enough about the company we were applying for, and finally if we had acted naturally or were nervous and were helping each other by reading the questions to ask. Although I had little time available to prepare for this exercise, I believe I have done the required tasks in a positive and satisfactory way, since both my partner and I were quite relaxed, well dressed for the occasion, we did not show any weakness or inattention and above all we had eye contact for the entire duration of the interview. (*See appendix*)

Career Development

One of the first steps to consider the future is to look back on your experiences and understand what the priorities have been and what can be improved, this is part of an exercise we did during the third term and is called the "lifeline exercise". By doing a brief analysis using this exercise, I realized that the responsibilities for my career progress have always been decided by both myself and my previous companies. To be clearer, each of us sets goals for his personal career, and therefore we start a career path already knowing that at some point we have to change company, one of the main reasons is precisely the fact that companies can help us improve our skills by giving us specific working methods, but more often than not they do not have enough to ensure that employees achieve their personal goals, and it is precisely for this reason that I believe that the responsibilities of developing one's career always depend on both the employee and the employers.

To identify your learning style, it is necessary to deepen the VARK Questionnaire and the Johari Window. The original VARK concept was established by psychologists and pedagogues, such as Fernald, Orton, in the 1920s. According to the VAK model, many people have a main style of learning, others have a balanced mix of the three styles. A visual will prefer to see and observe, so we should use images, diagrams, demonstrations, handouts, videos, etc. An auditory prefers to acquire information through listening, therefore rather than reading he will prefer the spoken word, and it will be very useful for him to repeat to himself or to others, alternatively it will be useful for him to be involved in a debate, where to discuss new information. For kinaesthetic learning it implies a physical experience, touching, feeling, learning by doing, direct experience. The VAK method is important because it allows people to better understand how they can improve their performance by storing information effectively and with less effort and provides more chances for accomplishment in transmitting data to others. (*Sinclair, 2012*)

Instead, the Johari window, named after the two American psychologists who conceived it in 1955 Joseph Luft and Harry Ingham, is an interesting model of classification of the levels of self-awareness that relates the level of knowledge that the individual has of himself in terms of personality, attitudes, impressions and emotions, and the level of knowledge others have of the individual. By crossing these levels, we can identify the most appropriate ways in which to give, receive and share feedback that can help us improve and grow on a personal and professional level. (*Oliver, 2019*) Looking back at my experiences and using the VARK

learning style, I can confirm that I identify myself as Visual, as I prefer to observe, using image diagrams and this is confirmed by a questionnaire. *(See Appendix)*

To achieve my career goals, I need to focus more especially on the workplace, as I intend to start an internship with human resources, but to fulfil my expectations I have to focus on communication skills as they are not excellent and to make this happen, I drew a graph using the Personal Development Plan, which is nothing more than an effective method to establish what our priorities are in a maximum time of two to five years. *(Mueller, 2020)*

Objectives	Success Criteria	Actions	Date time
• BA Hons degree • Improve Communications Skills • Start an internship with HR department	Be realistic with myself, be more focus on my tasks and try to push myself constantly	• Start new course on communication skills • Be open on new point of views • Continuing improve new knowledge from my superior	Ongoing (2019-2022)

Graphic by Luca Oreno

Conclusion

In conclusion, it is important to know that setting new goals is vital for personal career development and setting new targets only motivates us to grow. My aim is to become an important figure for my company, and I think is really important know how to present ourselves when its time to apply for a job position.

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Appendix

Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Restaurant Manager
How did you learn about this vacancy?	Career Agency

1. Personal Details

Title	Mr		
Surname	Oreno		
Previous Name			
Forenames	Luca		
Address	307 Beckett Court, 13 Mast Street Barking		
Post Code	IG117FY		
Telephone number		Mobile No	07494796192
E-mail address	lucaoreno@gmail.com		
National Insurance			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Table 17 ltd			
Address	Maison House, South Kensington			
Postcode	W17 2PQ			
Job Title	Restaurant Manager			
Dates of Employment	From	24th December, 2016	To	Date 21th November 2020
Reason for leaving	Starting own business		Salary	38k a year
Brief outline of main responsibilities and key duties	Manage and oversee the restaurant whilst supporting all Hospitality departments in conjunction with the Hospitality Manager. Manage and develop Hospitality staff by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine. Ensure all Hospitality departments under line of responsibility deliver excellent service standards on a consistent basis. Ensure HQH cash and security policies, administration and financial procedures are adhered to and relevant data is delivered in an accurate and timely manner.			

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

The main reason that leads me to apply for this position of Restaurant Manager is that I have been working in the environment for more than 15 years, and the vast knowledge of products such as food, wines and spirits leads me to advise the client and to provide him with the best service, bringing the restaurant to reach high targets and then project to new openings to then create new job positions and confirm the company at the top of the rankings in the area and elsewhere.

Please specify how you meet the criteria for this role.

I am highly convinced that I could satisfy the requests of the company, given that over the years I have gained a lot of experience and the passion for this job has led me to develop certain aspects such as:

- Excellent interpersonal skills
- Highly presentable with a pro-active approach to maintaining excellent customer service
- Previous experience of managing and training staff in a team leader or supervisor capacity.
- Experience of managing consumable / perishable stock and delivering catering services within appropriate food hygiene legislation/best practice.
- Previous cash handling and cash reconciliation experience
- IT skills including a basic competency in Word and Excel
- Ability to work flexible hours including evenings, weekends and Bank Holidays as required

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge

Interview Feedback Form

Date: 02/12/2020

INTERVIEWEE: Ivanovitch Paiva

INTERVIEWER: Luca Oreno

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, <u>smiled</u> and greeted	☐	☒	☐	☐	☐	The interviewee presented himself well dressed, conducted a formal interview. He certainly could have done more, but there was not enough time to prepare an interview without errors. However, satisfied with how he interacted, responding naturally and without reading, to have an <u>excellent eyes</u> contact with the interviewer
Maintained eye contact	☒	☐	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☒	☐	☐	☐	
Displayed confidence	☐	☐	☒	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☐	☒	☐	☐	
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	☐	☒	☐	☐	☐	
<u>Emphasised</u> 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	☐	☒	☐	☐	☐	LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.

VAK Learning Styles Self-Assessment Questionnaire

Circle or tick the answer that most represents how you generally behave.

(It's best to complete the questionnaire before reading the accompanying explanation.)

1. When I operate new equipment I generally:
 - a) read the instructions first ✓
 - b) listen to an explanation from someone who has used it before
 - c) go ahead and have a go, I can figure it out as I use it
2. When I need directions for travelling I usually:
 - a) look at a map ✓
 - b) ask for spoken directions
 - c) follow my nose and maybe use a compass
3. When I cook a new dish, I like to:
 - a) follow a written recipe ✓
 - b) call a friend for an explanation
 - c) follow my instincts, testing as I cook
4. If I am teaching someone something new, I tend to:
 - a) write instructions down for them
 - b) give them a verbal explanation ✓
 - c) demonstrate first and then let them have a go
5. I tend to say:
 - a) watch how I do it ✓
 - b) listen to me explain
 - c) you have a go
6. During my free time I most enjoy:
 - a) going to museums and galleries ✓
 - b) listening to music and talking to my friends
 - c) playing sport or doing DIY
7. When I go shopping for clothes, I tend to:
 - a) imagine what they would look like on
 - b) discuss them with the shop staff
 - c) try them on and test them out ✓
8. When I am choosing a holiday I usually:
 - a) read lots of brochures ✓
 - b) listen to recommendations from friends
 - c) imagine what it would be like to be there

9. If I was buying a new car, I would:
 - a) read reviews in newspapers and magazines ✓
 - b) discuss what I need with my friends
 - c) test-drive lots of different types
10. When I am learning a new skill, I am most comfortable:
 - a) watching what the teacher is doing ✓
 - b) talking through with the teacher exactly what I'm supposed to do
 - c) giving it a try myself and work it out as I go
11. If I am choosing food off a menu, I tend to:
 - a) imagine what the food will look like
 - b) talk through the options in my head or with my partner
 - c) imagine what the food will taste like ✓
12. When I listen to a band, I can't help:
 - a) watching the band members and other people in the audience
 - b) listening to the lyrics and the beats
 - c) moving in time with the music ✓
13. When I concentrate, I most often:
 - a) focus on the words or the pictures in front of me
 - b) discuss the problem and the possible solutions in my head ✓
 - c) move around a lot, fiddle with pens and pencils and touch things
14. I choose household furnishings because I like:
 - a) their colours and how they look
 - b) the descriptions the sales-people give me ✓
 - c) their textures and what it feels like to touch them
15. My first memory is of:
 - a) looking at something
 - b) being spoken to
 - c) doing something ✓
16. When I am anxious, I:
 - a) visualise the worst-case scenarios
 - b) talk over in my head what worries me most ✓
 - c) can't sit still, fiddle and move around constantly
17. I feel especially connected to other people because of:
 - a) how they look
 - b) what they say to me
 - c) how they make me feel ✓

English (United Kingdom)

Focus

18. When I have to revise for an exam, I generally:
 - a) write lots of revision notes and diagrams
 - b) talk over my notes, alone or with other people ✓
 - c) imagine making the movement or creating the formula
19. If I am explaining to someone I tend to:
 - a) show them what I mean
 - b) explain to them in different ways until they understand ✓
 - c) encourage them to try and talk them through my idea as they do it
20. I really love:
 - a) watching films, photography, looking at art or people watching
 - b) listening to music, the radio or talking to friends
 - c) taking part in sporting activities, eating fine foods and wines or dancing ✓
21. Most of my free time is spent:
 - a) watching television ✓
 - b) talking to friends
 - c) doing physical activity or making things
22. When I first contact a new person, I usually:
 - a) arrange a face to face meeting ✓
 - b) talk to them on the telephone
 - c) try to get together whilst doing something else, such as an activity or a meal
23. I first notice how people:
 - a) look and dress ✓
 - b) sound and speak
 - c) stand and move
24. If I am angry, I tend to:
 - a) keep replaying in my mind what it is that has upset me
 - b) raise my voice and tell people how I feel ✓
 - c) stamp about, slam doors and physically demonstrate my anger
25. I find it easiest to remember:
 - a) faces ✓
 - b) names
 - c) things I have done
26. I think that you can tell if someone is lying if:
 - a) they avoid looking at you ✓
 - b) their voices changes
 - c) they give me funny vibes

27. When I meet an old friend:
 - a) I say "it's great to see you!" ✓
 - b) I say "it's great to hear from you!"
 - c) I give them a hug or a handshake
28. I remember things best by:
 - a) writing notes or keeping printed details ✓
 - b) saying them aloud or repeating words and key points in my head
 - c) doing and practising the activity or imagining it being done
29. If I have to complain about faulty goods, I am most comfortable:
 - a) writing a letter
 - b) complaining over the phone ✓
 - c) taking the item back to the store or posting it to head office
30. I tend to say:
 - a) I see what you mean
 - b) I hear what you are saying
 - c) I know how you feel ✓

Now add up how many A's, B's and C's you selected.

A's = 15 B's = 8 C's = 7

If you chose mostly A's you have a **VISUAL** learning style.

If you chose mostly B's you have an **AUDITORY** learning style.

If you chose mostly C's you have a **KINAESTHETIC** learning style.

Some people find that their learning style may be a blend of two or three styles, in this case read about the styles that apply to you in the explanation below.

When you have identified your learning style(s), read the learning styles explanations and consider how this might help you to identify learning and development that best meets your preference(s).

Now see the VAK Learning Styles Explanation.

English (United Kingdom)

Focus