



Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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Module name: Professional Career Development

Module code: (BMSW4005_LON)

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Submission date: 05/01/2023

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Appendix 1

Job Application Form

1. Introduction

A filling station is a facility that sells gasoline and engine lubricants for motorized vehicles. Filling stations are also known as gas stations in the United States and petrol stations in the United Kingdom (Archive.org, 2015).

I have spent several years in this sector and working in this environment has been a rewarding experience. My first job was as a station assistant, and I eventually worked my way up to the area manager position, where I was responsible for 12 different gas stations. Because of the significant role that employment and status played in my accumulation of the assets that I now own, I am interested in returning to this industry at some point in the near future. Because of this, I decided to talk about this employment as part of my professional career development in the report and the role play that we conducted. I believe it will be a career and a field that will challenge me and assist me in developing my interpersonal and communication skills.

I concluded that the Gibbs Reflective Method would best fit my self-reflective report. I will be analyzing and reflecting on my role-playing experience and analyzing this particular market's requirements, the assets I already possess, and additional areas of improvement that I need to concentrate on.

For an in-depth examination of my existing both personal and professional position, I will undertake a personal SWOT analysis, followed by completing a Personal Development Plan, which will result in a comprehensive vision of my future career and aspirations.

2. Recruitment and Selection:

A personal reflection on the role play applying Gibbs' Reflective Cycle

Graham Gibbs established the Gibbs Reflective Cycle in 1988 to provide a framework for experience-based learning. It provides a framework for analysing

events and, because of its cyclical structure, lends itself exceptionally well to situations, enabling us to learn from circumstances that went well or poorly and prepare accordingly. There are six phases: experience description, experience-related feelings and ideas, good and poor experience evaluation, situation analysis, self-improving suggestions and what I gained from experience, and action plan for a similar situation in the future (Husebø, O'Regan and Nestel, 2015).

I have selected Gibbs's reflective circle for my personal reflective report since I feel it is the most appropriate framework. Using this technique will allow me to offer a comprehensive summary of my previous interview experience (role play), including an assessment of what worked successfully and what I need to improve on in the future. Therefore, I will describe the experience in depth by following each phase of the method:

- **Description of the experience:** The role play simulated a job interview. The interviewer questioned me for 10 minutes, and each of the inquiries helped paint a more complete image of who I am from a professional standpoint. I had applied for a job as a petrol station manager; therefore, the interviewer attempted to determine my future goals and effectiveness for the position.
- **Feelings and ideas:** Paradoxically, I felt anxious despite the fact that it was a role-play and not a real interview. Nonetheless, I believe my thoughts were well communicated, providing the interviewer insight into my accomplishments and aspirations for the future. The petroleum business and management positions are not unknown to me; I have held such a position in the past and really enjoyed it; therefore, my goal was to express my good feelings for this role.
- **Evaluation:** Based on my tutor's comments and my own reflections, I concluded that the experience went well. Nonetheless, I can analyse what went well and what I might have done better in this part. When it comes to public speaking, I must develop my communication skills and ability to control my emotions.
- **Analysis:** As indicated earlier, I am aware of the areas in which I must improve, and I would have also addressed my strengths and weaknesses. Even though I attempted to present my limitations from a positive perspective, I believe one of the questions should have focused on my strengths.

- **Conclusion:** I had a good time throughout the experience. It helped me become aware of my current situation and what I should be concentrating on to guarantee that I achieve the position I want to be in. In addition, I increased my understanding of what interviewers and potential employers are looking for during an interview by designing this interview and doing research.
- **Action plan:** If a circumstance or evaluation is similar to the one I had before, I will make it a point to concentrate more on my accomplishments and the positive aspects of my performance. In addition, I am going to begin rehearsing and role-playing interviews with a family member so that I can get through my feelings professionally. I will continue my education and concentrate on developing my communication skills.

According to Chesler and Fox (1966), role-playing techniques discuss a strategy that has shown to be incredibly effective for many tutors in addressing a range of classroom issues and achieving learning goals.

In addition, with the aid of role-playing, a person may concurrently practice a diverse range of skills, such as establishing interpersonal interactions, receiving real-time feedback, and almost modifying their behaviour (www.businessballs.com, n.d.). After going through this experience, I believe that this theory is the one that best describes my feelings in regard to it.

3. Skills and knowledge which contribute toward working effectively

As suggested by Stobierski (2020), management skills are the qualities and characteristics that enable you to effectively carry out the duties and obligations of a management role. These include supervising and managing employees and creating a conducive work environment.

Some of the most essential skills are:

- **Clear and practical communication skills:** As a manager, you want to assist your team in performing tasks in a consistent, efficient, and strategic manner. Clearly outline the objectives and describe the methods required to achieve them (Stobierski, 2020).
- **Emotional intelligence:** Emotional intelligence is the capacity to control one's emotions and other people's. Successful managers and leaders are emotionally intelligent. Managers need self-awareness, empathy, and social abilities to inspire and influence people (Stobierski, 2020).
- **Time management skills:** Time management skills are essential for completing duties in a managerial position. It is also vital since it enables you

to assist your team in acquiring these abilities, increasing their efficiency and productivity (Stobierski, 2020).

- **Delegate:** A competent manager understands how to allocate tasks to subordinates. This requires determining who is most qualified to execute a specific activity. It also needs to ensure that a professional has access to the necessary resources and feels confident enough to make independent choices (Indeed Career Guide, n.d.).
- **Problem-solving and decision-making:** Whoever is responsible for managing a team must have the capacity to assess a problem, think critically about possible solutions, and develop a strategy (Indeed Career Guide, n.d.).

These are just some of the management skills, in addition to **openness, interpersonal skills, inclusiveness, organization**, etc (Indeed Career Guide, n.d.).

Employee engagement is one of the top 10 skills required for success in the modern economy, according to the World Economic Forum. In addition, Gallup research demonstrates that organisations with skilled managers have better profitability, productivity, and job satisfaction, demonstrating the importance of management to an organization's culture and effectiveness (Gavin, 2020).

There is always space for growth and development. Self-evaluation and introspection are crucial factors to consider if I truly desire to reach a management job. Openness and feedback are also essential; I must continuously interact with my team and superiors to identify areas I need to improve and aspects that I succeed at so that I can continue. I must also constantly work on my communication skills. In this regard, I believe there is always room for improvement. In addition, I feel that the "3 C's of Management" is a strategy that will assist me in maintaining and further developing my skills, and because of this, I will consider it further (see **Appendix 1**).

Also, as per Gavin (2020), courses and ongoing training are additional crucial factors. I may discover new strategies and skills that allow me to shape operational practices to my benefit by participating in supplementary training programs, such as taking an online management course. I may also have access to a community of individuals with diverse experiences and viewpoints that can enrich my management style and support my professional development.

In addition to taking classes online, completing my education and earning a degree in an area related to business and management would be beneficial to me in terms of advancing my profession.

4. My personal strengths and areas for further development

Personal strengths are our talents and actions. Our strengths are constantly measured against those of others. Such attributes include integrity and compassion, which are personal traits. Personal strengths might include professional qualities such as having a high level of commitment and being able to learn new things quickly (Indeed Career Guide, n.d.).

Because I previously held this position in my own country, I am familiar with its requirements. I had enough opportunities to grow and expand my managerial position knowledge, skills, and understanding of the petroleum industry throughout the years. Due to my communication abilities, I could not apply for the same position after moving to the United Kingdom. Therefore, I choose to familiarise myself with this new environment while improving my English. I have enrolled in university, applied for a job that would help me improve my skills, and will soon achieve a diploma in higher education and skills for the workplace. These are some of my assets; it significantly strengthens my confidence and knowledge. I had the chance to improve my knowledge and perspectives once again.

In addition, by participating in this course, I was able to learn and strengthen my time management skills, as well as the significance of a personal development plan, digital skills, and the importance of research. I consider myself to be a compassionate person that constantly works hard to achieve success in my job position while, at the same time, contributing significantly to the success of the teams I am a part of. The combination of these assets, as well as the digital skills, problem-solving, and decision-making skills that I have shown to be effective over the previous few years, will make it possible for me to get this job in the not-too-distant future.

However, as said before, participation in this ongoing growth process, such as being a member of this course, has shown areas where I was unaware I required improvement.

According to Cooks-Campbell (2022), the improvement of team morale, involvement, performance, and overall job satisfaction may all be attributed to effective communication in the workplace. To improve team teamwork and cooperation, communication is an essential component. In the end, having excellent communication in the workplace helps people, teams, and organisations achieve more remarkable outcomes.

This role-playing exercise helped me see that I had room for improvement in this area. Speaking in front of other people sometimes make me nervous, which might be seen as a sign that I lack confidence in myself and my abilities.

Also, according to Bhasin (2020), one of the most essential skills a good manager has is the ability to research, which is a vital part of any organization's operations. This skill can help them develop new products and improve their customer service. This knowledge can help me land a job and advance in my career. After much reflection, I concluded that it was necessary for me to acquire further knowledge about this industry, particularly in the UK, as well as its position in the market.

5. SWOT Analysis

A personal SWOT analysis may reveal insights into my personality qualities, anticipated obstacles, and current opportunities I can use to pursue my professional objectives. Understanding my strengths, limitations, possibilities, and threats may greatly benefit me (Chaggan, 2021). Consequently, I completed the SWOT analysis outlined below:

<u>SWOT ANALYSIS</u>	
<u>STRENGTHS</u> • <u>Prompt</u> • <u>Assertive</u> • <u>Practical</u> • <u>Trustworthy</u> • <u>Open-minded</u> • <u>Digital Skills</u> • <u>Initiative</u>	<u>WEAKNESSES</u> • <u>Communication Barriers</u> • <u>Very independent</u> • <u>Insufficient knowledge of the industry</u> • <u>Public Speaking Skills</u> • <u>Perfectionist</u>
<u>OPPORTUNITIES</u> • <u>University Degree</u> • <u>Further Education</u> • <u>Experience</u> • <u>Online courses</u>	<u>THREATS</u> • <u>Easily Demotivated</u> • <u>Competition</u> • <u>Financial instability</u> • <u>Graduation failure</u>

6. Personal Development Plan

	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame
	What do I want to accomplish in the next three to six months?	What do I want to accomplish in the next six months to two years?	What do I want to accomplish in the next two to three years?
Section 1 - My Goals What are my overall goals that I want to accomplish in this time period?	Achieving a Diploma in Higher Education and Skills for the Workplace	Enrol for a bachelor's degree in business and Management	Reaching a management position in the workplace

Section 2 - Skills and Knowledge to be Learned What specifically do I need to learn? What project do I need to work on?	I need to learn and graduate from all the courses provided by my school	Communication Skills, Business data analytics and decision making, Fundamentals of Accounting	Communication skills in business and management, Leadership Course, Fundamentals of Accounting and Finance, Time management skills
Section 3 - Next Steps How am I going to acquire the skills and knowledge? How am I going to do this project?	By attending all the classes and lectures provided by my university, by individually studying and doing research for all the modules presented	By passing the Enrolment process, attending all the modules, doing seminars, and using active listening – applying Schramm’s and Berlo’s model of communication studied this year	By participating in seminars and online courses, and finishing my studies with a bachelor’s degree, I might be able to do cross-training within my workplace, I will use the Eisenhower Approach learned this year to improve my time management skills.

	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame
	What do I want to accomplish in the next three to six months?	What do I want to accomplish in the next six months to two years?	What do I want to accomplish in the next two to three years?
Section 4 - Resources What resources do I need?	Digital resources, free time	Digital resources, free time, funding, and a secure workplace while studying	Strong knowledge, digital resources, funding, a strong CV
Section 5 - Time Schedule	I allocated this past year and I still have		I will allocate the next 3-5 years to gain a

What is my time schedule?	two more months to accomplish it	It will be a constant process for the next three years	strong knowledge of Business Management field while studying the petroleum market in the UK
When will I start?	Ongoing process	Middle 2023	Once settled on my BA Business Management course – beginning of 2024
When do I expect to finish?	Within the next two months	2026	-

7. Conclusion

Creating a personal development plan requires consideration of several factors. Participating in the role-play assisted me in identifying my strengths and improvement areas. It also helped me break down communication barriers and increase my public speaking, which is essential for a successful leader. Moreover, according to the outcomes of many studies, individuals who take the time to reflect on prior experiences stand out for their ability to test concepts and make links between situations that seem meaningless.

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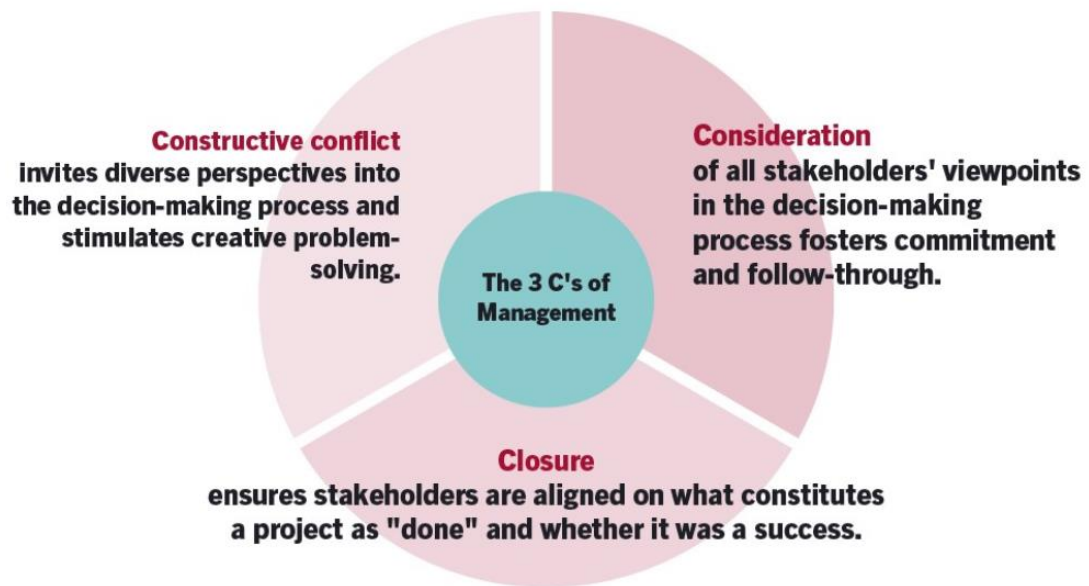
Appendix A: The questions asked as interviewer in the role play (A1)

1. Why do you want to work here?
2. Tell me about yourself
3. What are your weaknesses?
4. What can you bring to the company?
5. What is your greatest professional achievement?

The question/s asked as interviewee in the role play (A1)

1. Can you tell me about the team I will be working with, if passing the interview?

Appendix 1



Appendix B: Application Form completed as applicant for the role play (A1).

Job application form

Application for [job title] – Petrol Station Manager

Your details

Name: Elena Radu

Education and training

Please give details:

Currently, I am working towards achieving a Certificate in Higher Education, Skills for the Workplace at the University of Wales Trinity St. David.

Qualifications

Please give details:

Diploma in higher education and skills for the workplace

Employment history

Your current or most recent employer

Name of employer: CEX

Job title: RMA Assistant

Length of time with employer: 1 year

Reason for leaving: learning opportunities and progression

Duties:

- Receive and checking of a wide variety of electronics
- Hands-on experience with nearly all the products CeX Sells
- Supporting the tech heads at the RMA center with daily tasks
- Assist in quality checks with repaired items
- Maintain regular store and department interaction
- To react accordingly to tasks set out by the RMA Manager
- To deliver/ receive training as required
- Process/log stock

Previous employers

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

Area Manager – Rompetrol Downstream (petrol company) 2018-2021

- I verify (I participate in periodic/annual inventories) the correct management of the products (fuels, store goods), as well as of the values collected through the sale (cash or any other form of non-cash payment accepted in the system);
- I follow the framing of the expenses in the established budget;
- I supervise the expenses requested by the station according to the needs of each one;
- I follow the development of specific contracts with providers of utilities, and services;
- I collaborate with the accounting department to verify the correctness of the records in the management of the stations;
- I ensure the implementation of the sales strategy to maintain and permanently develop the client portfolio on the assigned area;
- I monitor the quality of station fuels and goods in the store by checking the archive of documents accompanying the reception and possession of the latest certificates and licenses obtained by the manufacturer/supplier, to prevent any non-conformities related to proving the quality of Rompetrol fuel distribution stations ;
- I verify the development of the equipment maintenance activity (specific procedure) and intervene to prevent any malfunctions caused by the delay of the required repairs at the station level.

Supporting statement

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

The petroleum sector is not unfamiliar to me. I have worked in this industry for approximately ten years, attaining the position of Area Manager.

Due to personal circumstances, I had to move to the United Kingdom and start everything from the foundation. After spending some time in this country, I feel secure about applying for this position now. My significant experience will support me in achieving this job and as well as offering new ideas and concepts which might bring the company additional benefits.

In addition, the subject I learned at university was a key contributor to developing my managerial skills. My leadership approach has evolved because of the lessons I've taken away from this course, and I've also been able to make use of several innovative ideas and concepts that were previously unfamiliar to me.

Right to work in the UK

Do you need a work permit to work in the UK? Yes / **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.

Andrew Prowse – CEX Manager
Crina Radu – Rompetrol Mnager

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: Elena Radu

Signature:

Date: 05/01/2023