

**PROFESSIONAL CAREER DEVELOPMENT REPORT AND
ROLE PLAY (INTERVIEWEE AND INTERVIEWER)**

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Part 1-Role Play

Introduction

Students of the uwtsd are involved in the essence of role plays. In this prominence, academic communication is involved. Support of the lecture in this teamwork is also used. This role play is based on the conversation between the interviewee and the interviewers. Links in personal ambition are illustrated in this composition. A time of 20 minutes is used in this consideration of the role play. In this consideration, my job position is based on a sales supervisor. I have been involved in making proper use of management studies as my professional need. I also want to make my own business dynamics based on the sales industry.

Personal development plan (interviewee and interviewer)

<i>Objectives</i>	<i>Details</i>	<i>Time</i>	<i>Conversation with interviewee and interviewer</i>
To increase my mental strengths	Analytical and critical evaluation through studies and experience is needed	6 months	The interviewer had asked the interviewee to use superior problem-solving and decision-making skills in the profession of sales supervisor
To increase my communication and team working skills	Involvement in meetings and conferences of sales departments is required	12 months	The interviewer had asked the interviewee to increase the leadership capabilities needed in the sales department
To increase my research skills	More churning of Google Search Engine for information	6 months	The interviewer had asked the interviewee to make more articulation based on modern

			knowledge used in sales departments of an organization.
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Table 1: Personal Development Plan

(Source: Created by author)

Role of a partner

In this case, I have selected my partner and he is my colleague in my academic session. I have understood that managing partners will provide better business success in my professional and personal ambition. My partner had also involved in the interview conduction for help and admiration. Based on the needs of the sales supervisor in the sales department the use of strategic direction and managing day-to-day activities are required to be used (Ingemarsdotter *et al.* 2020). In this reference, my partner has proper me with better support and help with the use of policies, procedures and missions (Lejeune *et al.* 2021).

Advisements job career

The job provides an individual to have a better entry into the professional dimension (Darvill *et al.* 2019). I have found a job career advisement of a sales supervisor in the sales department of an organization. Lindkin has provided this advertisement to have better customization (Linkedin.com, 2023). After viewing the advertisement I have made a proper formulation of my CV. I have used better and more factual information and details in the CV. I have also provided proper illustrations of information based on the academic and professional skills needed in the work in the sales department. I have used superior classified data to make my CV more illustrative and attractive. I have also taken help from my selected partner. My partner has also provided me with some positive and professional bits of advice for my betterment. My partner had also involved in the interview conduction for help and admiration.

Application with job description and person specification

Impex Company

Applying for the post of Sales supervisor

To,

The HR manager

Subject: Job application for the position of sales supervisor

Respected Sir/ Madam,

This is the reference for the sales supervisor job that I have received from LinkedIn. I am eager to join the organization as soon as possible. I have provided all my details and information in my CV. I have also made browsing the organizational website to have better information and presentation.

I have received guidance from my partner in this post of sales supervisor. I have academic knowledge based on modern business management. I can make proper strategies that can help to increase the value of sales dynamics of your organization. I have better team management and commanding skills. I can also make proper decisions to have success in my professional work. I am a human being who has better ethics and moral values. I am very confident and obedient in my professional code of work.

I have enclosed my CV for this consideration

Thank you for your time and chance

Yours sincerely Florina Stancu

Signature. F.S

Exchange of application with partner

I want to clarify that my partner in the case had also been involved in an internship in the sales department of an organization. In this preference, the circulation of ideas and knowledge is very crucial (Husband, 2020). It will provide a candidate to have smart representation in interview conduction. My partner had also involved in the interview conduction for help and admiration. This will also provide better professional life. My partner supported me with modern ideas of sales dynamics. I also learned some management skills from my partner. This will provide me

with better success and thrive in my interview based on the sales supervisor. My partner is also eager to join the organization after some time notice period.

Preparation of 5 questions is asked to the partner

1. Why do you apply for this position?
2. What are the skills fit the job position
3. What is the experience you have?
4. How does to align with future personal life
5. What is your professional ambition?

Conversation with an interviewer and interviewee makes the communication skills of a human being to have better up gradation and modification (Sándor, 2022). In this concern suggestions and discussions are very important to be conducted efficiently. Professional ambition can make an individual to have better success and thrive in future applications. I want to have my own business organization and there I can use my better business knowledge and skills. These I have received from academic conduction. I want to clarify that personal development and professional development in individual life are directly proportional to each other.

Conclusion

In this consideration, my job position is based on a sales supervisor. I have involved in making proper use of management studies as my professional need. It also want make my own business dynamics based on sales industry. Students of the academic conduction is involved in the essence of role plays. Support of the lecture in this teamwork is also used. This role paly is based on the conversation between the interviewee and the interviewers. Links in personal ambition is illustrated in this composition. A time of 20 minutes is used in this consideration of the role paly.

Part 2

Career path

The career path that I have chosen will be that of a sales supervisor and want to achieve sales targets in a firm. The sales industries are challenging places to work because stress levels are high and one needs to have good communication skills and endurance. The major duties involved in doing a sales job are to acquire new customers, focus on customer relationship development, ensure that customers repose faith, make customers more responsive and enable better customer retention (Cron et al., 2014).

Sales careers as supervisory roles vary a lot in different companies. However, there are certain common job roles that most supervisors will have to perform. The foremost role is selling products and services using solid arguments to encourage or convince customers. In many firms, I may need to cost-benefit analyses of potential and existing customers and maintain healthy and fruitful relations to ensure future sales (Kourmentza, 2013). It is sometimes necessary to keep track of the inventory.

The travelling salesman problem is a recurring feature of the salesman job and requires a considerable amount of optimisation. There is another riddle associated with this job, which is that there is no one particular solution to the problem and different companies adapt various approaches to this problem. Travelling across salesman across cities is often costly and returns to the exact position incur a lot of costs (Rao et al., 2015). Therefore, a salesman is often given conveyance allowances such that daily and regular travelling long distances does not become counterproductive.

The reason I chose this career is that the sales profile is quite advantageous for several reasons. The sales job is something I always wanted because it offers too many choices to work and interact with a large number of people. The sales job is indeed empowering as it provides a lot of incentives and can make you rich faster only if you succeed. The most important aspect of a sales profile job is that it is the main source of revenue for most companies as no company can survive without one form of sales or another. Upward mobility is easier in sales and no sales job is a dead-end job. You can experience growth for a longer span. Even if one stops doing a sales job at a particular time, role shifting is easier as any sales profile enables people to adjust to stress

levels. Selling is the direct manner in which you can gauge the communication link between the company and the customer. Salespeople often have in-ground experience regarding the different market factors. Customers often give direct feedback on products which require improvement. Sales supervisors are the eyes and ears of many companies and so I am proud to choose this profile.

Current skills

The current skills that I have are needed in a sales profile. I have experience in digital competence. By digital competence, I mean mostly technological skills. Digital competence requires good digital literacy, information literacy, digital skills etc (Ilomäki, Kantosalo, and Lakkala, 2011). I feel that digital literacy is always evolving and it does not remain static and so even for a sales job, the basic requirements for digital literacy change. Currently, I know a lot about Excel and presentations, but I am sure that those will not be enough in the future.

Empathy and self-awareness are also in me but not at sufficient levels. There are many benefits of having an empathetic attitude in sales and empathy, is vital to becoming a good listener. Many researchers have found that salespeople voted for listening as the most vital skill which is needed for their profession (Anaza, Inyang, and Saavedra, 2018). Moreover, managers have also stated that most recruits need to have good listening skills. Empathy also helps to increase retention levels and support employees' well-beings. I think that empathy is not a soft skill and can be classified as a hard skill because it affects the fundamentals of an organisation. Many businesses have died out and many once-famous companies have become a thing of the past because they no longer garner any form of sympathy from the public. Public sentiment and empathetic levels of the sales division are often correlated. If the sales team is unresponsive, then there can be negative publicity.

Self-awareness is mainly about knowing one's intentions. As a sales supervisor, it is important to have a clear sense of self and it should be acknowledged by levels of confidence. In self-awareness, it is important to have a brain and decides to initiate an act at a time before there is any subjective awareness that such a decision has taken place (Blakemore and Frith, 2003).

Relationship management is an indispensable part of the skill-sets that are needed for B2B. Relationship marketing is especially crucial in the business-to-business (B2B) context where

buyers and consumers are few and strong and buyer-seller links are branded by complications, reliance on each other, and a lasting impact (Gounaris and Tzempelikos, 2014). Relationship management skills I know are required to mitigate risks. In terms of products and services, this essentially translates into saving suppliers and customers by developing a good rapport. I also believe that gaining new customers holds the key towards having this skill. Relationship management will help in tackling connections and constructing good rapport with potential customers. This will automatically ensure that chances are high that businesses will thrive in competition.

Although I acknowledge that protecting the brand is not exactly a functioning of sales managers, nevertheless protecting implicitly implies promoting it too. Due to the popularity of the internet, the main promotional medium has become the internet. Advertisements, websites, and viral messaging are long being mainstreamed but the tools are quite different as far as placement and content are concerned (Micu, 2010). I am not that good at online promotion, but to don the hat of a sales supervisor, it is necessary for my good that I need to improve this skill.

Mentoring can help me in enhancing my skills. Mentoring new sales managers can be beneficial for experienced managers (Mehta, Anderson, and Dubinsky, 2000). It can be very motivating to recognise the person's position and importance in the organisation. Mentoring also is very advantageous as it can help meet the demands of a sales manager in coping the work-related stress through consistent habituation. Mentors also help in improving confidence levels and increasing awareness of approaches (Corkery, 2018). The career stages of a sales manager or a sales supervisor cannot be isolated from the mentor. This is because mentors play a vital role in understanding the flexibility and acceptability of products and services. In sales, one thing is very important to remember and that is there is no 'one' set of rules for every type of situation neither is there any 'one straightjacket solution' for the problems that are hampering sales in the market. Therefore, mentoring is beneficial because it enables budding sales managers to learn and acclimatize to every situation. Mentoring at the training levels also implies looking into the demands of every sales manager which are affected by attitude, circumstances, and personal outlook.

Gap in skills

I have a substantial amount of gap in the skills required to be a good sales manager. My mental capacity of coping with stress level requires improvement. I am well aware that sales jobs sometimes become very stressful especially if the targets are large and time is short. This can be solved or minimised by using stress reduction techniques. The stress levels unless managed can be dangerous as they can cause strain on the health. It may lead to more diseases and cardiovascular diseases (Esch and Stefano, 2010). When the stress levels become unmanageable it can lead to more behavioural, physiological, and stressful responses. Exercise is another technique for reducing stress as it improves bodily and cognitive performance. However, time is a major obstacle in doing all this as sales profiles rarely leave any room for any sort of work-life balance. Nevertheless, that depends largely on the organisation and work-life balance varies accordingly. Without work life balance, the company will face higher absenteeism and automatically lower productivity (News-Medical, 2021).

Another gap that I have is that I need to improve my team working skills. Success in sales profile is not entirely dependent on individual abilities. It needs team working skills and this gap needs to be bridged urgently is what I feel. An ethical climate is primarily required to ensure that teamwork in sales becomes a success. It is characterised by helping behaviours and supportive behaviour, improving role models and engaging in the common welfare of others (Itani, Jaramillo and Chonko, 2019). The underlying assumption is that an ethical climate is needed for teamwork and good business to thrive. Teamwork in sales is necessary to own up to both failures and successes at the same time. The personality traits that are necessary to fill the gap in teamwork are the desire to take initiative, be open, become more helpful, be less rigid, and be more supportive (Hughes and Jones, 2011). Teamwork is also directly related with empathy because it gives a lot of emotional intelligence and clear vision for the team (Potential, 2017).

Another gap that I need to overcome is my market research skills. To be honest, one cannot be a good salesman, if one does not know much about the market. Unawareness regarding the market can be incredibly counterproductive for the outcomes of a sales project. I need to understand that what is easy for one market may not be true for the other market. Market research enables deciphering pattern recognition (Patino, Pitta, and Quinones, 2012). Public opinion is needed to ensure that searches and mentions are made online. Consumer responses can be gauged with the

members of the market research and product ideas can be included without any discussions. Moreover, social media platforms such as Facebook, Twitter, and Instagram also can give valuable information on marketing inputs. Social media platforms are crucial because it helps in garnering more audience in a shorter span (Digital Doughnut, 2018). Market research is necessary because I need to understand listening platforms. Geo-tagging is advantageous because of market research as it offers scope to business and consumer operations. Legality is another area where market research is very helpful. Not all legal codes are uniform across the market. What may be legal and illegal are determined by legal concerns and that unfortunately varies.

Systematic Approach to skills acquisition

There are many skills that I need to acquire and I agree I must be more systematic.

Stress coping techniques can be learned or acquired by studying stress management programmes. Wellness training programs are based on stress reduction techniques and should be a part of the routine (Gustems-Carnicer, Calderón, and Calderón-Garrido, 2019). I need to understand that coping with stress is most important otherwise I may develop cognitive symptoms, depressive disorders, and anxiety theories. Well, coping can be done by deploying avoidance strategies, but that will not be helpful in the long run. I think someday, as a sales supervisor I need to face the reality that escapism is no solution in the world of sales.

I have found out that the sources of stress are because of changes in the market. So, I need to take the step to reduce the sudden unprecedented changes in the demands. For instance, during the Covid 2020 pandemic, the sales of masks increased manifold like never before. As a sales manager, I may find it stressful to cope with the stress. This can be achieved by doing the following steps.

- Reducing expectations in a hostile market
- Problem-solving exercise
- Emphasise teamwork
- Maintain healthy relations with customers and suppliers
- Challenge old beliefs that are no longer relevant in the situation
- Directly address the main source of stress

The second problem is that I need to improve my teamwork skills. Without teamwork, proper coordination and cooperation, sales target cannot be achieved and that is why teamwork support should be given paramount importance. The importance of teamwork is necessary because it gives the necessary motivation levels to achieve sales targets and subsume individual choices and ambitions. Teamwork is necessary because it improves confidence (Joindream.org, 2019). I need to focus on improving my motivation and achieving goals and becoming more accountable.

I need to take the following steps to understand to ensure that I improve my teamwork spirit.

Become more accountable- While working in a team, it is vital to become more answerable to people around the team. Teams can become more competitive only if I start working in a team and polish my communication skills.

Become more open and extroverted- In a team where sales target is often pressurising, it is necessary that I become more expressive and not conceal opinions on relevant things that happen all the time.

Become more goal-oriented- Sales are all about achieving goals and numbers play a role. Sales, therefore, is more goal-oriented than other professions, because the goals are challenging and that is how I should focus on it.

I need to improve my confidence levels- In a team, I am aware that confidence levels play a crucial role in teamwork. I know that if confidence levels are low, then the team can never achieve its targets. That is why I must select work that gives me more confidence and make me less doubtful.

Recruitment and selection

Recruitment and selection are important for every type of job. Recruitment is important because one needs to be aware of people who are just not suited for the job and therefore identifying people is necessary (Newell, 2005). Selection is also important after the internship because it helps in evaluating the skills and abilities of the individual more effectively (Zhao and Liden, 2011).

I am employing Gibb's reflective cycle to reflect on the job interview from a personal perspective.

Description

In the interview, I was asked about my mental strengths. The question was whether I had the acumen to solve tough problems while doing a sales job. Then I was asked whether my communication and team working skills are good enough. After the questions, the next question that was asked is whether I can increase my research skills.

Feelings

While giving the interview, I was confident and answered the three main questions that were asked of me. I was not embarrassed or nervous while answering the questions. However, I realised after hearing the questions that I need to improve a lot. So, I gave the answers accordingly and gave the answers. I had several feelings while expressing my thoughts on the job.

Evaluation

I could have said that I require lesser time than I have said. I also should have emphasised the importance of teamwork, hard work, and good marketing research skills while answering the questions of the interviewer. The good part of the interview is that I could brush up on my communication skills better. The questions were pinpointed and not off the mark. This was commendable.

The bad thing about the interview was that because of the pinpointed questions, the answers had to be terse. I could have gone into the explanation mode, but I desisted. As a salesperson, it would have been better if I was given chance to demonstrate my persuasive skills. Persuasive skills are the key to a successful sales career.

Analysis

In sales, market factors need to be analysed properly, especially trends among customers. Unless I get a rough idea of why customers purchase certain things from one brand but do not give the

same importance to the other brand, I will never be able to know what exactly pushes people to buy or not to buy.

Conclusion

The major conclusion that can be drawn from the interview is whether the sales job today will be relevant for tomorrow or not. This can be ascertained by doing proper market research otherwise there will be no clue about the targets. Moreover, the targets need to be realistic, otherwise, it will put enormous pressure on recruits.

Action plan

The things that I need to become a successful sales supervisor and achieve my career goal are that I need to improve my market research skills, recruit motivated employees to reach sales targets and build a good team. I also need to harp on the market factors more which determine the favourability of the product and service. Additionally, I also need to know about the local factors that drive people's choices.

Conclusion and recommendations

The main point that I have realised is that in sales, one has to be patient and have more tolerance levels than others. Patience is the keyword while being a sales supervisor. Without patience, and proper team work spirit, it is difficult to last in this field. Therefore, I have decided to brush up on these skills. I also have pledged that I will work to increase my mental capacities and improve my coping abilities. Targets can only be achieved if there is a proper sense of the market forces and the entire team puts dedicated to the improvement of the organisation. Organisations will have varied targets and one needs to keep oneself motivated all the time even under unfavourable market situations.

In team work, I have always said that personal interests are subordinate to team interests. So, I will try my best to lead my team and motivate them. Developing a healthy relationship with the customers is also highly beneficial in this field. This is because old customers through sheer word of mouth can bring in new customers. This can be achieved if I manage to win their trust levels of them. In B2B scenarios, team-level meeting and sorting out disputes can increase trust levels.

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Appendix

JOB APPLICATION FORM	
NAME- Florina Stancu	
EMAIL- 2030034@student.uwtsd.ac.uk	PHONE 000-12689799
POSITION APPLIED FOR SALES SUPERVISOR	START DATE 25 APRIL 2023
WHAT IS YOUR CURRENT EMPLOYMENT STATUS? • EMPLOYED • SELF-EMPLOYED- • UNEMPLOYED • STUDENT	

Questions asked by the interviewers
1) What is your work experience?
2) Why do you choose this company?
3) Sales requires a lot of team work, will you be able to cope up?
4) Tell us something about your previous job experiences?
5) What's your target for the next 5 years?
6) Which skills do you think are most necessary to be a sales supervisor?
7) Tell us something about your hobbies.