

Muhammad Jamal HAMZA II  
2007464  
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Asim Majeed  
The Reflective Portfolio

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## 1. Introduction to Analysis Tools

Sully, (1997) stated that when an individual obtain a better knowledge of himself, tendencies are that he will feel empowered to act in ways that are consistent with who he is when presented with obstacles. The awareness of oneself is about having clear perspective of ones personality, strength, flaws, beliefs, catalyst and emotions.

There are various types of self-awareness tools that can be used to ascertain the strengths and weaknesses of an individual. This chapter will the explore SWOT analysis and Personal Development Plan (PDP) tools to audit my own – Jamal Hamza skills and competencies.

### 1.1 Strength, Weakness, Opportunity, and Threat (SWOT) Analysis

#### SWOT Analysis

Moniz and Bishop (2016) defined SWOT as the Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis as a framework planning approach for evaluating the Strengths, Weaknesses, Opportunities, and Threats (SWOT) of a project or commercial endeavour. SWOT analysis looks into internal and external factors.

SWOT analysis enables us to build on Jamal strengths, fix his weaknesses, reduce risks, and maximize his chances of success. Strengths and weaknesses are current or backward-looking, while opportunities and threats are future or forward-looking.

#### Internal factors:

##### Strengths

open minded  
honest  
helpful  
responsible  
confident

##### Weakness

inpatient  
unorganized  
fearful  
slow

#### External factors:

##### Opportunities

Extra Career  
Good income  
Prestigious

##### Threats

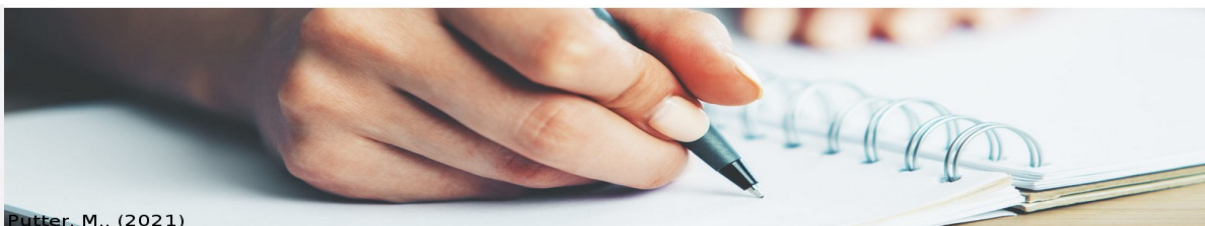
Teamwork  
Job Volume  
competition

Figure 1.

### 1.2 Personal Development Tool (PDP)

A documented of self-reflection and growth is defined as Personal Development Plan. It functions as a complete action plan for accomplishing academic, personal, or professional goals (Rolfe, A., no date). It is a tool used for setting goals, identifying strengths and shortcomings, and determining where improvements are needed.

An effective PDP requires an individual aims and objectives. By defining aims and objectives it becomes apparent to see what needs to be done and how it should be done. Since the above SWOT has revealed the four elements of Jamal characteristics, the PDP prompts for strengths and weaknesses. The PDP revealed the below result :



Putter, M., (2021)

The awareness wheel of Miller, Nunnally, & Wackman, (1975) was applied to develop the personal development plan. This wheel, awareness encompasses : Thinking, Feeling, Doing, Wanting and Sensing. The figure 1.3 image described the amazing generated results.

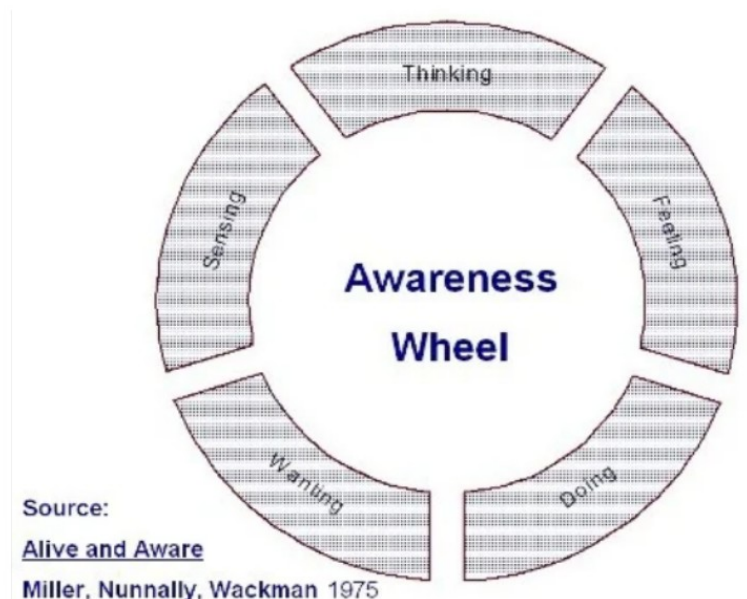


Figure 1.2

I will pursue the following growth plan in order to raise my personal and professional standards. This will assist me in improving the abilities highlighted during the SWOT analysis.

| SKILLS          | ACTIVITY TO IMPROVE                                                                | TIME NEEDED           | PROOF                                                     |
|-----------------|------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------------------|
| Decision Making | By going through prior choices and watching & relating with peers                  | 2 Months +            | Made decisions in the critical situations.                |
| Organization    | Through the preparation of class work, I was able to get the necessary information | 6 weeks               | Planned the entire assessment from the scratch.           |
| Communication   | By attending all class sessions and interacting with mates                         | Continuous engagement | Make interaction with mates in all class sessions         |
| Team working    | Participating in decision-making and engaging with all mates                       | 2 months              | Participated in the group work as stipulated by the tutor |

## 2. Required Prerequisite Skills To Be An Effective Manager



Mullins and Christy (2016) suggested that the art by which people are managed lies at the core of management and Jamieson, L., M., Wolter, S., A., and Weiss, B., (no date) this include planning, organizing, staffing, leading, and managing are all aspects of management. The attributes or skills that a manager requires in order to function well in a business can be defined as a Management Skills (Williams, 2008). A manager with an effective management skills will propel the business goals and objectives. Business goals and objectives vary from identifying the short-term organization goals for a certain period of time, the breaking down of organization goal into business objectives units, ensure the objectives are measurable, the assigning of analogous goal tasks to employees, to the regular measuring of organization progress. Therefore, it is suggested that effective managers must possess a wide variety of these skills and knowledge in order to operate a business successfully and efficiently.

Every manager should have the knowledge of the below mentioned essential management talents in order to properly perform their managerial tasks :

### **I) Communication**

Effective management requires ethical and honest communication. A manager's ability to communicate effectively is very critical to deliver messages across the organization setting (Half, 2017). The communicating method apply by a manager among his team member also determines the outlined procedures and eventually determines the success of the tasks and activities. To improve successful communication, the management should use formal language. If jargon or slang is utilized, it should be tailored to the audience in order for communication to be understood. In healthcare setting a lot of communication is conducted via gestures – nonverbal communication. An effective manager must have the understanding of how he put his nonverbal communication

including emotion into a proper context. Riggio, R. and Tan, S., (2014) described human emotion as a communication and it is basically nonverbal in nature.

## **II) Critical Thinking**

An effective manager must have the skills to contain a problem, find its root causes, correct it and solve it (Sproull, 2018). Problem solving and decision making require intelligence and mental agility. An effective manager should be able to use intelligence which is a combination of mental traits and resources that shape conceptual ability to his obligations and responsibilities. It allows for sound judgment prior to putting thoughts and plans into action. As a subset of intelligence, mental agility capacity to foresee or adjust the dynamic events. Intelligence and mental agility are good attributes during brainstorming and this play a vital role in effectiveness of management. For example, in health care setting certain decision urge for a rapid response such as the use of drugs, adjusting the patient care plan etc.

## **III) Planning**

The aims and objectives of the planning process is to limit risk and increase efficiency, achieve a long-term results, resolve possible risks and use the available resources to the best advantage (De Silva, 2013). An effective manager must possess the skill to make a plan. Goals are attained through the planning process by which the managers establish and specify how it will be achieved. There are two basic distinct parts to planning and are goal statements and action statements. The end result is the outcome or goal statements - the goals and outcomes that managers seek to achieve. The methods through which organization progress toward their objectives are reflected in action statements. It is an intellectual effort to plan and a demand for an effective manager.

## **IV) Integrity**

Williams, (2008) posited that organizational success relies heavily on trustworthiness. Effectiveness of the manager depend on how sincerely he demonstrate his integrity in everything he does in the organization. An act of deception should never be pronounced by the manager to avoid an inconducive environment. Profitability and long-term viability in business are built on trusting connections. Honesty and trust are at the heart of success of every business as well as it brings clarity among the teams and in the whole business setting.

## **V) Building Teamwork**

An effective manager must be capable of building an healthy teamwork for his team members. Most businesses prefer to do business with organizations whose employees possess a positive strong work ethics and good team spirit. Therefore, teams with good teamwork result in an organization with enthusiastic employees. A good team build each other up and support individual to create an effective and efficiency group. Every employee understand how success and losses might impact individual in the team if team establish cooperation. Trust is demanded in every unique skills in the teamwork. Teamwork boost productivity, promote innovation, enable flexibility, improve morale and skills and knowledge.

## **VI) Motivation**

Most of the tasks in healthcare setting require motivation. An effective manager should be flexible enough to flow with the tasks at hands rather than restraining his own time. For instance, an effective must demonstrate his commitment to tasks at hands without the time constraint. An effective manager deems to be a good example to others by motivating them. Crant, M., Jo, M., and Kovacevich, R., M., (2020) posited motivation as the process by which the efforts an employee is motivated, mentored and maintained. The members of the team become an effective follower if the leader take the lead.

### 3. Introduction to Reflective report

According to Gibbs (1988), learning does not imply a privileged experience. Without reflection this event may be quickly forgotten, and its learning potential squandered. Reflective learning allows a student to learn about himself, which is one of the most important parts of it. In this reflective chapter and the next chapters, a qualitative and quantitative approach are employed to the concepts learned in the personal and career development module.

The six cyclical models of reflection also known as Gibbs Reflective Cycle, was explored to deliver structure to learning from experiences (Gibbs, 1988). The stages encompasses description, feelings, evaluation, analysis, conclusion and action plan.

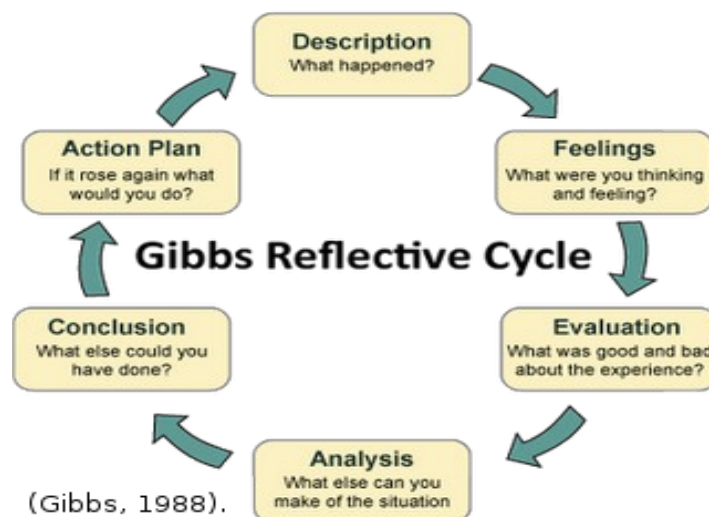


Figure 3. Gibbs Reflective Cycle

#### 3.1 Curriculum Vitae and Its Usage



Figure 3.1

In this module we were presented with tools needed when someone is searching for a job or a promotion. Among the tools were how to write a curriculum vitae – CV and a personal statement. CV is acronym for curriculum vitae has its root meaning from a Latin for “the trajectory of ones life” (McGee, 2009). When an individual intends to promote oneself It is a vital marketing tool to have. In my CV I omitted some necessary information that I was meant to include due to lack of time and inconsistency. Strange as it may sound, I did not considered the CV as an advertisement and myself as a product (McGee, 2009). Curriculum vitae is an advertisement medium where a job or a promotion seeker can advertise himself to a maximum. CV is what the organization reads before giving the employee, a student or a promotion seeker an interview opportunity. I lacked this awareness at the time of writing. Now I have an understanding that an effective CV stimulate the readers attention.

### 3.2 Personal statement

Some qualified students may not face interview due lack of resources by most institutions. Instead, personal statement is considered as a vital piece of information, while considering whether or not to give the candidate a spot (Stannard, 2010). It is understood that a student must pay a focus on writing his Personal Statement in a succinct manner. A lazy approach to the most important document might jeopardize a position being given. A busy admissions tutor is as eager to reject a student as to accept. A Personal Statement must persuade the reader enough to offer you an opportunity in a compelling, engaging, and well-informed manner.

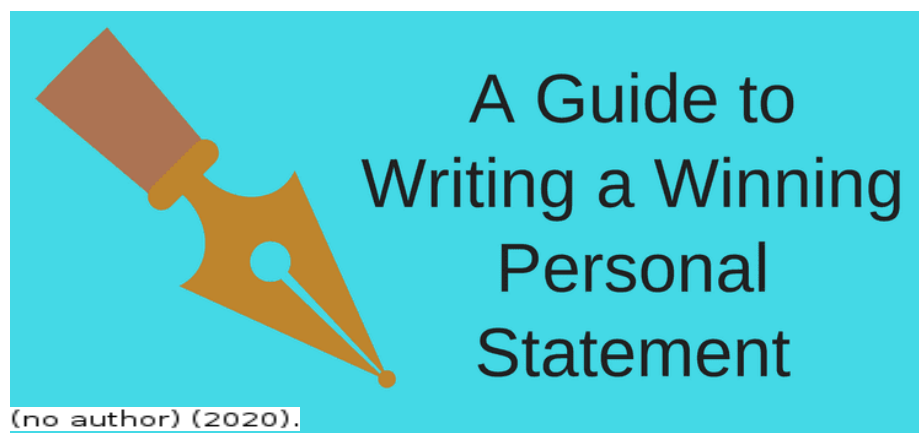


**Figure 3.2**

My Personal Statement was written in related to the level of knowledge I had at the time of writing. Although it can be improved if I add more effort into it. I did not inquire enough information from the tutor. I believed I still lack organization, teamwork and collaboration. Teamwork is very important in a group work. Discomfort foster growth (Middleton, 2019). Teamwork is the ground where a mixed of experience, opinion, and orientation take place. Teamwork and collaboration with the rest of the group team also improves self growth and awareness.

### 3.3 Mock Interview and Its Impact

Due to the recent pandemic – COVID-19 crises, the personal and career development module was conducted on an online learning platform, the newly introduced transformed concept of education to deliver the module. The mock interview was as well held online using Microsoft Team platform.



## Interview Preparation: **Using The Mock Interview** (Questions Included)

TheInterviewGuys.com

Simpson, M., (2021).

**Figure 3.3**

Microsoft Team platform is a collaboration tool that offers the online meetings, audio/video calls, and more. It is an enterprise-grade security device that offers the user to confidently engage with other users (Ilag, 2018). As effective as it may sound, the tool has positive and negative side effect. The advantages of Microsoft Team is that it overcomes time and place limitation, offers convenient condition. During the mock interview I had the opportunity to decide a conducive environment. I was pleased with how the mock was conducted. Microsoft Team pose some disadvantages that is out of student control like technical problems – the unstable and downstream of the internet and the needed of access to high speed internet. The disruptive environment is one of another disadvantages conducting mock online. The vital issue in conducting mock in which I find very disturbing is the lack of ability of cues to the tutor body language. In the in-person-interview, this would not raise a concern. In face-to-face interview, the mood, thoughts and intention of a person that can known by looking at his face (Kuhnke, 2016). The online mock interview does not offer this privileges. I had to apply my instincts to forecast the answer the tutor might be expecting of me. And since this method of interview remain unaccustomed to me and most of my peers, it is left to me and the rest to start learning how to improve on it.

### 4. Conclusion



Sundman, Y., (2018)

In conclusion, I discovered that the Personal and Career Development module is a form of self-directed learning, which is defined as a process in which a student makes use of the resources available to gain information. The module equipped my new obtainable skills that necessitates communication and interpersonal skills, as well as the ability to be creative, self-motivated, charming, and so on. The fact the module should considered remains, the availability of some resources like the Internet does not guarantee its effective and efficient usage. The SWOT analysis presented in this report, regarded network issues as an element – a Threat in external factor. For example, in couple of times there were network failure while the module was being conducted. And in addition, there were many of times that one of the functions of the application – audio, video will not work. This was a huge obstacle that I experienced during the entire module. Network failure obstructed the efficiency and effectiveness of my interview. There is still also a lot to learn about the usage of Microsoft Team – the application used to conduct the entire module and the mock interview. It is apparent that time, energy should be invested for my skill to be an effective manager in near future. This is suggested to be truth through learning and a continuous development.

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