

Student Name: Adina Georgiana Bidir

Student Number: 1908325

Lecturer Name: Rita Ukachi-Lois

Module Name: Academic and
Employability Skills

Module Code: BMSW4001

Contents

Introduction	3
Time management	3
Leadership	4
Teamwork	5
CV writing	5
Cover letter	6
SWOT analysis.....	6
Conclusion	7
References	7

Introduction

Education is the most fundamental segment required so as to be proficient. Together with past information and experience causes individuals to oversee everyday exercises.

This reflection report focusses on analysing five topics I have learnt during this academic year and explain how effective they have been to me in my academic and employment development. The topics I have chosen are *Time management, Leadership, Teamwork, CV writing and Cover Letter*. Using Gibbs model of reflection, I will analyse below how my previous knowledge and what I have learnt helped me in different situations. By the end of this report I will present the areas which still needs improvement and how I plan on doing so.

Time management

During the first term I have acquired some deeper knowledge about time management and how important is that in day to day life, work life and student life. Time management can be described as the organisation of tasks and activities in order to maximise how effective an individual effort's can be.

Description - because I am working as a Manager of a coffee shop, I have faced many situations when I had plenty of tasks to do during a short time and had to prioritise and delegate these tasks. One of the situations was doing the stock count during the busiest hours.

Feelings – emotionally I have felt under pressure and alone as many of the requirements were management related. Intellectually I was confident on my knowledge gained during this module as I knew it will help me get through.

Evaluation – in that morning I have decided that the best approach is to do as many things as I can during normal hours, were my colleague could stay alone and serve the customers. Relying on her help, I have started doing the most time-consuming tasks – counting everything in the deposit, one by one. By doing so I have not paid much attention to the

camera's and have not noticed that my colleague was busy and needed my help. Overall, with the help of my colleague I have managed to complete the tasks on time.

Analysis – the reason why the task went well is because I prioritise my time and focused on what needed more attention. Because I have not paid attention to the cameras it cost us time when I could have gone and helped her and go back to my task easily, thing that could save us some time. From this situation I have learnt that even if I organise my time for different tasks, I must keep in mind what other people activities are and if they can manage them well.

Conclusion- another option is to have a third person on shift to help if is getting busier in the store. On future basis I can train my colleague to do the stock count and maybe we could swap places as might be easier for her this task than serving lots of customers.

Action plan – situations like this happen every month on my workplace. In the future I can prepare the paperwork a day before and start counting everything early in the morning so I can be ready to help during busy hours.

Leadership

Leadership can be described as the movement of driving a group of individuals or an association or the capacity to do this. A leader can boost individuals during crisis time, and to think and act originally during tough times.

Description – when I have started working as a manager in a different store some of the team members have resigned because they were not used to this type of management. I had to talk with all the girls working in the shop in order to explain and make them understand that my interest is for their best and not that I want to be “the boss”.

Feelings – at that time I have felt betrayed and disrespected because of the gossips and behaviours my colleagues had towards me without knowing and understanding my reasons. Intellectually I have felt challenged by the situation and I knew that I must prove them why they should remain under the employment and believe in my leadership style by gaining their trust.

Evaluation – the good thing in this situation was that I had the opportunity to see what type of employees I was supposed to manage from the beginning and on who I can rely on. Another side is that it took me time and resources to replace the girls that have resigned and train new employees.

Analysis – I think the reason behind this situation is that I had not spent much time understanding the leadership style they were used to and focused on putting them and the store in the right direction without considering their feelings.

Conclusion - from this situation I understood that not every person can understand and respect a certain leadership style and that you need to adapt it according to your team member's needs.

Action plan – on future occasions I will spend time at the beginning observing and analysing my staff and their habits and let them get to know me while implementing step-by-step new rules and requirements.

Teamwork

Teamwork is the process where two or more people are involved in the process of working together. Every member must use their skills in order to maximize the efficiency for a good result.

Description – as part of a group assessment I had to do a Powerpoint project and I was not able to deliver it on time as I was not sure on what I should write. My colleagues were almost done with their part which made me feel bad because I was not capable of finishing. At that time, I have asked for help, but they have refused to offer it.

Feelings – I have felt disappointed of myself. My colleagues were disappointed too because they were relying on me and were under the impression that I do not care. I tried to understand their position but at the same time I felt understood by them. I was confident that I will be able to finish the assessment on time and prove that they had the wrong impression.

Evaluation - I have learnt not to leave things on the last minute and if I someone will ever ask me for help, I will always try to offer it. With nobody helping me I understood the importance of teamworking and at the end I have felt part of the team.

Analyse - the result of our work was excellent; I could say that it was the best. Comparing our result to other teams I can conclude that we were more prepared and involved. If my colleagues were understanding from the first time, I asked for help we could have finished the project earlier.

Conclusion - what I have learn from this situation is that we are the only responsible person of our tasks. I think that it is a good idea to ask for help if needed. The most important is to know how to work in a team.

Action plan – on future dates I will establish from the beginning what is the part that I am best at it and do it on time and try to offer help to others if my knowledge is required.

CV writing

CV is the abbreviation from Curriculum Vitae and represents a written representation of your education, previous jobs, knowledge gained in different areas that you sent to a possible employer.

Description – after I have finished high school, I started looking for a job and needed a CV. At the time I did not knew how a good CV looks like and used a template found on the internet. As my CV at the time was weak, I had plenty of refusals and did not understood why.

Feelings – emotionally I was frustrated as I have not understood why that was happening and uncapable of changing the situation. Intellectually I knew that I did not have enough experience and I started thinking that something is wrong with my CV. When I look back at

this situation, I can say that this was the moment when I realised that I need to put more effort in order to succeed.

Evaluation – because I did not have enough knowledge about it my CV lack important things about me and my knowledge. The good part is that one employer took the time and had explained to me what was wrong with my CV and how I can improve it.

Analysis – if I had been more careful in writing the CV, I would not have all that refusals. In the end everything changed when I have received the help I needed from an experienced person and not just internet. Now, after I have learnt at university about CV writing I could understand more deeply my mistakes and why it needed improvement.

Conclusion – when I am writing my CV now it is easier as I have knowledge from university and the experience. After studying the topic, I am more confident in the paper that represents me. From this situation I have learnt not to rely on untrusted sources only and to ask for help from experienced people or research in trusted places (e.g books).

Action plan – in the future I will not be the same as now I have developed a deeper understanding of the requirements needed to write a CV. Before sending a CV to an employer I will make sure to verify if it is written correctly and try to be as clear as possible.

Cover letter

Cover Letter it is a letter where someone describe the interest for a position, why they are good for the job and explaining how they could improve in the interest for the company.

Description - I was required at school to write a cover letter as an in-class exercise but because it was my first time, I failed the exercise.

Feelings – as I did not have enough knowledge in the area, I did not feel so bad about failing the exercise, however, I felt that I could have done it better. I was a bit ashamed because my other colleagues knew how to do it.

Evaluation - because of my poor knowledge I have not accomplished the desired result and it put me in an awkward position in front of my colleagues. Even though, it was not the best situation I found myself in, at the end I have developed a needed knowledge.

Analyse - the cover letters of my colleagues were better than my work which demoralized me. From this situation I understood that you always have something new to learn and different areas in which I need to develop.

Conclusion - I could improve in my knowledge about cover letter because it is an essential in your life, especially when you are trying to get a job.

Action plan – in the future I will research about the task that I am required to do and after I do it, I will start working on them.

SWOT analysis

SWOT analysis is a framework used to identify threats and weaknesses, internal strengths, and opportunities. I present below a SWOT analysis based on myself in relation with the topics from the above.

- Strengths: developing my organisational skills (time management, leadership, and teamwork) and getting a deeper knowledge of the skills I was not confident about (CV and Cover letter)
- Weaknesses: not using different sources of information and relying on a single source, begin a bit hard to adapt
- Opportunities: relying on other persons for help if needed
- Threats: not always receiving the help needed, relying on untrusted sources

Conclusion

As an overall conclusion I would say that I have developed my knowledge on the five topics presented above as I have learnt from experience and information received in the class. Using Gibbs reflection model, it was easy to present the situation I have faced and explain different feelings and observations I had going through them.

References

- BusinessDictionary.com. 2020. *Do You Know This Term?*. [online] Available at: <<http://www.businessdictionary.com/definition/leadership.html>> [Accessed 22 April 2020].
- Dictionary.cambridge.org. 2020. *CV | Meaning In The Cambridge English Dictionary*. [online] Available at: <<https://dictionary.cambridge.org/dictionary/english/cv>> [Accessed 22 April 2020].
- Investopedia. 2020. *How SWOT (Strength, Weakness, Opportunity, And Threat) Analysis Works*. [online] Available at: <<https://www.investopedia.com/terms/s/swot.asp>> [Accessed 22 April 2020].

redwin.

Holma Bodo

Dear Sir,

I am writing to apply for the Position as a Coffee Shop Manager, as advertised on the website. ^{and I attach my CV.} I am currently studying two days per week which is only 4 hours and it allows me to work ~~as a~~ full-time too. ^{I attach my CV.}

~~I have been in this~~

I have worked as Store Manager for a coffee shop for more than 2 years and a half and I have gained ^{a lot of experience} the experience step by step. ~~I am missing from this~~ ^{I am a good manager and I can} I could speak about everything, what's is ^{needed} as a manager, ^{how to run a shop} how to lead by example, ^{and} how to improve in order to bring ^{plus for a business} ^{bring in this} ^{attract business} ^{job}

In my previous ^{ing} work I was responsible for recruit ^{ing} the staff, teach ^{ing} them the standards which ^{were} necessary in order to get ready, counting the stock, opening and closing the shop, lead by example build a strong team.

I was responsible ^{for} of doing all the paper work ^{at the} every end of the week ^{and} ordering and balance ^{ing} the stock.

I think that I am a good candidate for this position and I would be more than happy to come for an interview.

^{with Sincerely}

Holma Georgiana Bodo

Good 7/3/20
by