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PROFESSIONAL CAREER **DEVELOPMENT**

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INTRODUCTION

My name is Ugochi Precious Emejuru and I am a student at the university. I have a modest set of employment and personal skills, which helps me to always stay focused and determined to achieve each single goal I set along the course of my life. Before this course I studied Business, administration and law which led me to take the decision of embarking the journey with this current university. I also have several work experiences. My employment history started in 2018 in Italy where I was working as a kitchen assistant, however, my real employment journey started when I enrolled into the University of Wales Trinity Saint David to pursue the certificate of higher education: skills for the work place. Ever since I started this course, I have been able to enhance not only my knowledge and awareness of the professional world but also my skills and experiences.

In this report the main topic to be discussed and analysed will be the role play, which was divided in two parts where me and my partner had to play the part of an interviewer and interviewee each. This role play was executed during week 9 and 10 and lasted 20 minutes for each group. Firstly, my partner had to interview me for the role of retail assistant in a fashion boutique and then I interviewed her for the role of a waitress in a restaurant of prestige in central London.

In addition to that, a self-reflection review on the role play will be made and a personal development plan will be provided by doing SWOT analysis. Also, the SMART objectives and the JOHARI WINDOW framework will be examined and explained. Also, in this report different references extracted from in class exercises and other valuable and reliable informants will be presented all these will be listed at the end of this article.

ROLE PLAY

In the role play I acted as an interviewer and interviewee for to different positions, however in the following I will talk about the scenario whereby I was the interviewee and my colleague was conducting the interview for the position of a retail assistant for Redlux fashion boutique.

The first question was to give her a reason for which I think I am right for the position of a retail assistant in their boutique; I answered this question by stating that I am a confident, trustworthy and meticulous person. I work efficiently under pressure I am also hard working and an excellent team worker.

Secondly, she asked if I could talk about my skills in customer service, which I explained saying that they were mostly gained and improved by my previous work experiences. This are clear communication which extends to persuasive speaking skills, for example when a customer is indecisive on whether to purchase a product or not, I will persuade her by giving her all the positive reasons to buy it. I also stated that I have good problem-solving skills which always comes in handy when working in a busy and chaotic environment like the fashion retail one.

The next question asked was: what is my weakness? I said that my weakness is patience. At times, some customers tend to discuss a lot not minding the fact that you are working and need to attend to other clients. This makes me feel irritated and sometimes makes me dismiss them quickly to avoid the disorganisation on the time management caused by the long conversations created by some customers.

The following question was a case scenario presented by my partner. In this case scenario she stated that the shop is experiencing a very busy day and there is a client who is unhappy with a product and wants to return it and looking to purchase another one but its not available. The she asked what I would do in this case. I said that for the returning of the cloth it would depend on the returning policies of the boutique and as for the dress that is not available I would apologies for the inconvenience and offer her similar options which she can buy as a substituted.

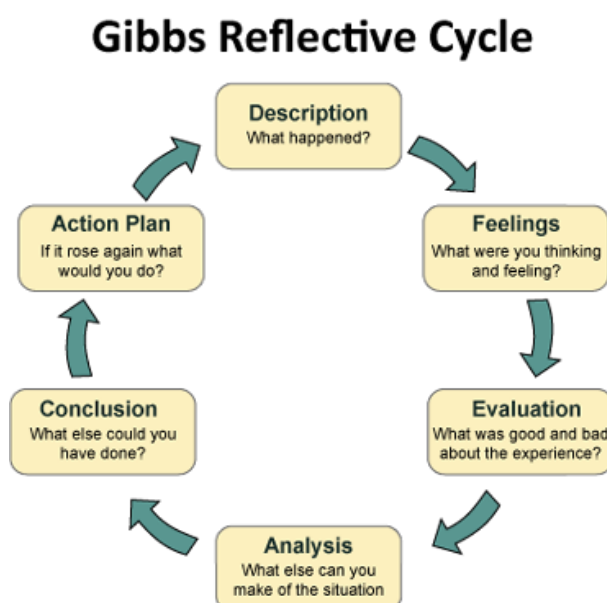
Lastly, she asked me what my plans in the company are; I said that my plans were related to my future career and my studies. I said that I would gain more experience in the fashion industry and once I finished my studies in fashion management, I would have opened my own boutique.

REFLECTION ON THE ROLE PLAY

Reflection is the procedure of acknowledging something that is being thought in your own way. To make „meaning“ means to make sense of an event, we make an interpretation of it. When we subsequently use this interpretation to guide decision-making or action, then making „meaning“ becomes „learning“. (Mezirow, 2017)

In the following I will be analysing my reflections on the role play by using the Gibbs reflective cycle.

GIBBS REFLECTIVE CYCLE



This model of reflection “offers a framework for examining experiences, and given its cyclic nature lends itself particularly well to repeated experiences, allowing you to learn and plan from things that either went well or didn’t go well.” (Edinburgh, 2019)

This is composed of 6 stages:

Description

This time around the interview for the role of the waitress in a prestige restaurant called La Rouge, was conducted by me. In the short duration of this interview I was confident of all my questions and even in the q&a I must say that I kept a composed behaviour which I can say the same for my partner. The interview finish between the time given by the lecturer.

Feelings

I believe that during the interview where I was the interviewer there were not many issues. I was quite satisfied with my performance. I believe this is because it is easier to ask the questions than to be the one to answer them. I recall the awful feeling that I had when I was the one answering, even though we rehearsed multiple times I was still nervous and edgy whereas, on the other hand I sensed calmness and tranquillity in my partner's voice.

Evaluation

There were a lot of positive aspects which I detected in this role play. Despite the anxiety which I believe was horrible, the role play went quite smoothly I also found my partner's calmness very comforting and encouraging.

However, on the other hand, I did not like interruption caused by the different technological devices.

Analysis

This situation made me realize that a lot more could have been done to improve the experience of the role play. However, I believe that both I and my colleague were quite confident and we meticulously monitored the time frame that was given to us by the lecturer and by doing so we finish our play before the period of time.

Conclusion

I would conclude stating that it was quite obvious that both me and Angie still have to make room for improvement in different aspects.

Action Plan

After experiencing this reflection on the role play, I believe we rose awareness of where our weaknesses lie, and we will be able to adjust them if the situation arises again. By getting better we will systematically make our way to the top of each organisation.

PERSONAL DEVELOPMENT PLAN

SWOT ANALYSIS

“SWOT Analysis is a tool used for strategic planning and strategic management in organizations”. (Emet GÜREL, 2017)



My swot analysis will be based on the position of retail assistant for Redlux fashion boutique:

Strengths

Like previously mentioned I do believe that I have a modest set of skills which I also consider to be my strengths. I do consider myself to be trustworthy confident, diligent, and meticulous in everything I do. I believe to have good communication skills which I can use to persuade any client to love our products. I work efficiently under pressure and have discrete problem-solving skills.

Weaknesses

My weaknesses are quite few. At times, when angry, I cannot control my body language which I acknowledge to be a negative aspect I do have to improve. Also, I believe I am quite impatient when it comes to listening to some customers when the store is busy.

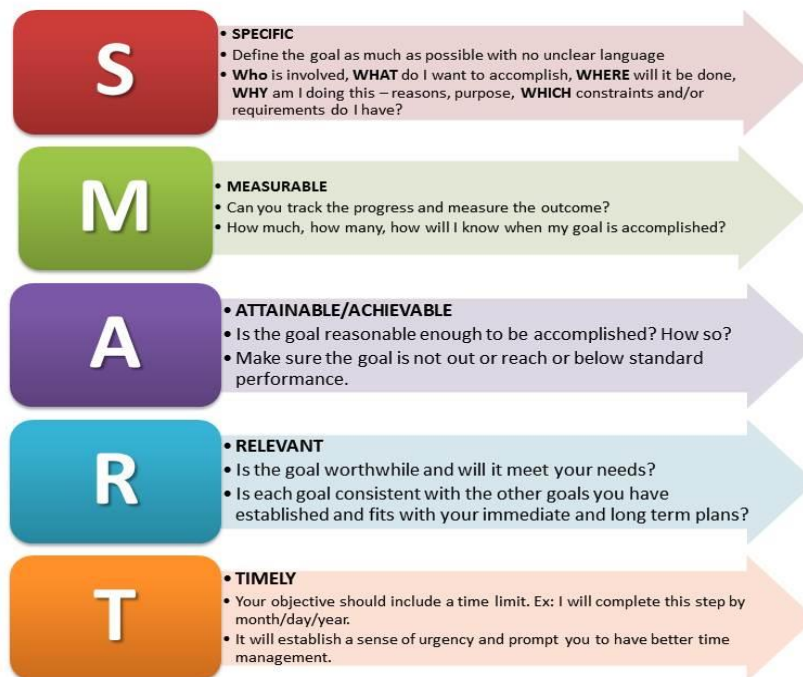
Opportunities

Developing other sets of skills would enhance my opportunities to work more efficiently and make more connection in the fashion industry. Also, successfully concluding my studies will enable me to get better career opportunities.

Threats

With the Pandemic we are facing the risks of losing or gaining a job a quite scars also if the job is acquired the workload might increase due to the poor number of personal. In addition, once I conclude my course and I am ready to start up my own business, I am aware of the high volume of the competition I will be forced to face.

SMART OBJECTIVES



“The SMART method in management is commonly stated as the standard for developing effective, measurable goals and objectives.” (May Britt Bjerke, 2016)

After meticulously analysing and assessing my capabilities and skills I will present a framework of my Smart objectives, which will enhance my future career.

Specific

My goal for the foreseeable future is to start up my own line of business ones I finish my studies.

Measurable

Yes, my goal can be measured.

Achievable

It is indeed achievable. My action plan is very detailed. Financially I and my family have been saving some money for start up of the business and I will also ask for a loan from the bank. Furthermore, in addition to working my way up the fashion industry I have been participating to numerous workshops to help me build up my

skills and awareness of the fashion industry. Also, by doing that I will be able to make more profitable connections.

Relevant

Pareto 80-20 Rules, this is a process that helps you to prioritize the principal activities which need to be done in a day, this will also help me prioritize the main goal by doing the minimum and having an excellent result. "The Pareto principle, states that in many events, 80% of the effects come from 20% of the causes." (Naoum, 2016)

Timely

My goal will be concluded and achieved in the time frame of 3 years.

JOHARI WINDOW



The Johari Window model is a technique that raises self-awareness in oneself and enables others to understand the persons feelings and information. (Joe Luft, 1961)

Open

I believe that the things which I and everyone know about me are the ability or being determined in everything I do, reliability and hard working. I would say that most people know that I am relentless and diligent. Also, everyone knows that I am reserved but also an outgoing person.

Blind

The thing I do not know about myself, but others do is that I am a selfless person I always help others in need even if it is at my own expense. Some say I am observing, and I pay attention to details.

Hidden

The things I know about myself that others do not know are that I am passionate, proud and sentimental and that I do not tolerate too much sarcasm.

Unknown

Things I do not know about me and it is also unknown to others is that I forgive to easily and trust too quickly.

CONCLUSION

In this report, I concluded that to know oneself it is vital. To achieve all my goals, I am required to work on myself my skills and character. In addition, I would say that the role play performed in class and examined here has helped me to understand my strengths and weaknesses also I am known aware of all my potentials.

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