

Module:Task2 Professional Career Development

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Introduction

Reflection helps to interpret a situation and to understand various aspects of that situation. Similarly, the purpose of this reflective report is to discuss the personal experience that I gained from role play. I performed the role of a candidate who appeared in an interview to get hired by a beauty salon. Likewise, the personal reflective report shall help to understand the required skills and my readiness to get hired. The reflection shall be done using Kolb's reflection model and it shall help me to understand my strength and weaknesses so that I can develop myself further by overcoming my weaknesses. It shall help me to enhance my employability skills.

Kolb's Cycle of reflection

This reflective model was designed to support individuals to learn from their experiences (Idris et al., 2020, p. 124). It is concerned with four stages and each stage helps to reflect on the experience in-depth as follows-

Model of Kolb's Cycle of Reflective Practice

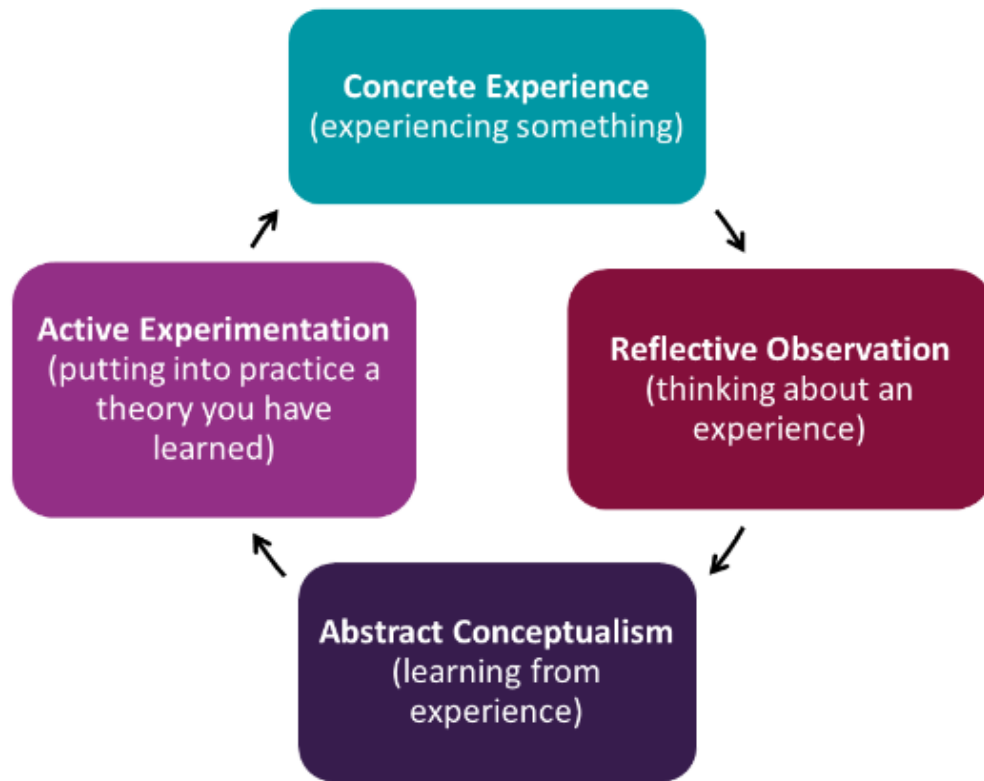


Figure 1: Showing Kolb's reflective cycle

Source: (pinterest.co.uk)

Concrete experience

This stage needs an individual to experience something. This stage helps to describe the experience along with the thoughts (Idris et al., 2020, p. 124). Similarly, it shall be described that I played the role of an interviewee who appeared for a job post in a beauty salon. During the experience, I was questioned by the interviewers (role-playing) and it helped me to understand my interpersonal skills, strengths, weaknesses, and so on. However, I shall reflect the detailed description under the recruitment and selection section.

- **Recruitment and selection**

I always had a passion for beauty and fashion thus, when I noticed the job vacancy in the beauty salon I applied for the job immediately. While appearing for the role play, I prepared myself for the interview and started gathering related information so that I can answer confidently in the interview. The role play allowed the interviewer to have a face-to-face interview.

I gave the interviewers my resume and then the interviewers first asked me to introduce myself and I mentioned my name along with the educational qualification. I also expressed my passion for beauty and fashion along with mentioning that my career goal is to work professionally for the beauty and fashion industry. Next, the interviewers asked me why I think that I am suitable for the vacant post as compared to other applicants. For this question, I answered smartly and highlighted that my knowledge related to beauty is the sole reason for my hiring. The interviewers asked me basic questions about beauty salons such as how to satisfy angry customers and I mentioned that I shall use my listening skills and listen to their issues and then try to solve them through effective communication (Englefield et al., 2019, p. 3). I shall be patient in such time. I shall offer them compensation if I found that my organization is guilty in any way. Still, if I cannot satisfy the customer then I shall consult with my manager. The interviewers were happy with my answer and they proceed with the next questions. They asked me about my strengths and weaknesses. I mentioned that I have effective communication, listening, and time management skills which are required to work professionally. Moreover, I am self-aware and have emotional intelligence that helps me to control myself in every situation. Furthermore, my passion and knowledge of beauty are one of my strengths. However, I am aware that lack accurate decision-making ability that I shall acquire the skill through the guidance of my seniors and managers. I also learn from online courses.

Next, the interviewers gave me an example of a challenging situation and asked what I shall do in such a situation and mentioned that if I demonstrate poor performance for consequently 1 week due to family issues or poor expertise then what I shall do. I replied that I have self-awareness and emotional intelligence and I can control my emotions. I know my emotional triggers and also know how to control them thus, during the professional hours I shall eliminate thoughts related to family issues and focus solely on my work. Moreover, if I notice that I am performing poorly then I shall

seek help from my manager and take training or learn lessons for 3 days after my office time to gather knowledge in those areas. It shall help me to excel.

Likewise, I could impress my interviewers and I understand my professional skills along with my strengths and weaknesses. I shall put effort to overcome my weakness and to become a successful professional in the future.

Reflective observation

This stage helps an individual to think about their experience. It helps to reflect on the feelings related to the individual's skills, prior experience, and knowledge. I have felt quite happy as I was able to learn various things about the job role of the beauty salon professional. Though I was a little curious regarding my face-to-face interview with the supervisor of the company because it was my very first time to give an interview in this field and I thought that I would be unable to crack it. But as the interviewer was friendly in nature I was able to answer the questions more efficiently and confidently. In this case, I was able to explain my qualification and my passion regarding the particular job role through which I have shown the interviewer that I am determined to meet the expectations of the company. I was also able to provide information regarding the aspects which can help me to deal with the angry customers such as providing them compensation and can also help me to maintain proper customer relationship management which can boost the growth and sustainability of the company for the long term.

I was also very happy with my interview as I was able to answer the questions appropriately and was able to agree regarding the strengths as well as the weaknesses I have. The interviewer was also surprised about my soft skills which I have at this particular age and he has also advised me to think practically while making any decision through which I will be able to resolve my weaknesses over time. Apart from this, I also feel lucky that the interviewer has provided me with the options to consider the ideas of the staff members through which I will be able to maintain constant development. Lastly, I was also able to gain the knowledge that I shall stay emotionally intelligent in the workplace for further maintaining high performance.

Abstract conceptualization

This stage helps in learning from experience (Idris et al., 2020, P.5). It helps to analyze the experience. It can also be acknowledged in this stage what went well and what did not. Areas for further exploration can also be identified.

I have learned that I need to maintain open communication channels to maintain high performance and to deliver high quality services to the customers. I shall also gain proper knowledge on the services which are required by the customers so that I am able to maintain proper customer relationship management and satisfy their needs. This can also help me to enhance the loyalty of the customers through which I can promote long term profits in the company. In this case, I have also acknowledged that through the proper development in my emotional intelligence I shall be able to manage conflicts in the workplace and shall also be able to stay coordinated with the employees in the workplace which can further improve my performance. It can also help me to meet the expectations of the company over the time being. Apart from this, I have analysed that I need to develop certain decision-making skills which can further help me to address the challenges in the marketplace and promote the competitive edge of the company (Libguides: Reflective writing: Kolb 2023, P4). Lastly, the innovative strategy shall also be adopted by me to provide new services like high quality cheapest laser hair reduction through which I will be able to stay competent in nature and will be able to enhance my job role as a successful leader in the same company. The things which did not go well throughout the process was my inability to stay creative in the workplace and to address the feedback of the customers timely through which I will be unable to promote my personal as well as professional development. Further possibilities are becoming the owners of the salon and to expand it in various urban areas with luxury beauty services through which I will be able attract and retain the targeted customers efficiently who have high standards of living (Di Gregorio et al., 2019).

Active experimentation

This stage helps to put everything into practice and can help the individual to maintain further development over a particular period of time ((Libguides: Reflective writing: Kolb 2023, P5). In this case, I shall be able to gain knowledge on four different aspects including feedback, creativity, decision making and flexibility which can further help me to achieve my career goals without any issues of misconduct or failure. In association to this, the feedback shall be taken by both the employees and the customers through which their satisfaction can be maintained and they are able

to stay loyal with the company. The feedback sessions can also provide knowledge on the current issues faced by the customers regarding the services which can further be developed on time for proper retention of the potential audience. These skills can be obtained with the help of constant engagement with the staff members or the customers and can help to enhance the overall structure of the company (Lyu et al., 2021). Creativity on the other hand, is an interpersonal skill which is to be gained by me to enhance my performance in the workplace. It can further help to boost the competitiveness of the company and can help me to enhance my focus on the long-term goals of the company. This skill can be obtained by analysing and exploring the performance of the experienced workers of the company.

Apart from this, I shall be able to enhance my decision-making skills through the help of proper analysis on the change in the needs of the customers or the generation of the new trends in the marketplace of the salon or beauty industry. It can further be developed with the help of formal training whether it is on-job or as an intern in a particular company which can enhance my efficiency for an extended period. Lastly, I need to focus on my flexibility and I need to solve the issues faced by the customers even if I am working remotely such as providing in-home services to the customers. These skills can be achieved by watching videos online on the aspect of customer retention through which I will be able to enhance the quality of the services efficiently.

Conclusion

It can be concluded through the study that Kolb's model is an effective framework which can further help me to develop my weakness and enhance my strengths so that I will be able to stay competent from the diverse staff members or employees available in the labor market. It can also be noted that I shall maintain my effective communication skills as per the challenges in the marketplace through which I will be able to resolve the issues more properly than ever before. The open communication skill can also help me to enhance the working experience through which I will be able to achieve my desired goals within the range of 1 year. In this case, it can be said that timely training can be helpful for me to reduce my weaknesses such as poor decision-making skills through which I will be able to maintain constant development in the workplace. Lastly, I shall also focus on my integrity skills.

Reference

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