

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

PROFESSIONAL CAREER DEVELOPMENT
(BMSW4005_LON)

“REFLECTIVE WRITING”

Student: Denise Jillian Castro Pantaleon

Student ID: 1916143

Lecturer: Hossein Shokri

Table of Contents

1.Introduction	3
2.Gibbs reflective cycle	3
3. Lifeline.....	3
4.Role career, Self-evaluation and Motivation	4
5. Learning styles	5
6.Swot Analysis	6
7.Smart Objectives.....	6
8.Johari Window.....	6
9.Personal Development Plan.....	7
10.Career ambitions.	8
11.Conclusions.....	8
12.Works Cited.....	9
13.Appendix	10
13.1Lifeline exercise.....	10
13.2Honey and Mumford's LSQ	11
13.3Personal Development plan template.....	12
13.4Swot Analysis Template.....	13
13.5 Johari Window.....	13

1.Introduction

This academic report is about a reflective writing about my personal experience and I have used the model of Gibbs.

When you ask kids, what do they want to be when they grow up, they simply answer the question without even hesitating. While you grow up, challenges will come, and this is the reason why sometimes your goals or dreams change, everything is change and it is likely harder to think about what exactly you want to do in your life.

2.Gibbs reflective cycle

Gibbs established the idea of reflective cycle in 1988, to inspire learners or students to think regularly about the different scenarios or experiences. The mechanism of reflection was seen as a series pattern of behaviour, which the results of what you have done in the past inform future actions (Wain, 2017).

The cycle contains six different elements (Wain, 2017)

- Description: Learners describes the situation, remember what happened without talking about conclusions. It is all about understanding the situation.
- Feelings: Describes the feelings to the event happened.
- Evaluation: Learner think about what is good or bad things that happened.
- Analysis: Learners learned about the situation.
- Conclusion: Learners will look back the situation summarise it
- Action plan: learners will look what else need to be improved.

3. Lifeline

I was born in the Philippines and move to Spain when I was nine years old. Everything went fine in Spain as I have finished my high school diploma there and started to work in hospitality. While I was working in hospitality in the weekends, I also was studying my A-levels to access the university.

Eventually I have got pregnant and suddenly stop my studies. It was big challenge in my life, as I know I would be facing new chapter of my life and new responsibilities. It was a mix emotion as nothing in life will make you happy as frustrated and scared when you enter motherhood. I had no regret at all as they are a special Gift from heaven.

When my second child was born, I thought everything in life was easy before challenges in my marriage came. I thought problems or issues between couples could easily solve as we used to, before having kids and get married. Until big challenges came, I thought was only in the movies and I did not believe it until I have experienced it personally.

There were never ending questions in my mind that made me struggle but at the same time, my children motivated me to pass all those challenges. I have evaluated myself and I have realized what I feel does not matter anymore (personal issues and insecurities), what matters now is our children and our family. We both chose to fix our marriage and build up everything again. Therefore, we have decided to move to London and started a new life.

London gave the opportunity to study again, to start again what I have left before. I thought that I would never have the chance again to go back to study due to my family issues.

There are many things that I have learned in those challenges, there are a lot of success and failures too, those will build your integrity, create your character and they will become your beauty marks. Every single challenge will build your own version of you, stronger than before.

4.Role career, Self-evaluation and Motivation

To be honest, when I started to do this course, I did not really know exactly what I am doing and what do I want to be, everything was not planned. I did not expect that I would still have the opportunity to come back to my studies. After all, being a full-time student, part-time worker and a fully mother it is not easy as you have to manage your time.

I am blessed that I could manage my time between my studies, family and work as I am thankful that I have a manager that always consider my shifts and very understandable and flexible with me.

Self-evaluation is defined as the involvement of individuals in analysing its achievements and the results of their learnings. The individuals identify criteria to apply their work and making judgements. To make this effective the individual should be familiar with the concept which the term self-evaluation is used to cover all judgements by learners of their works. To evaluate the meaning of the content, to show the results of achievements and goals. (Wride, 2017).

When I started the job role as a customer advisor, I have discovered that I could developed my communication skills even further as part of the job role is to assist customers. I could remember that in my first day I was shy talking and afraid to make mistakes specially on my English grammar as I was raised in Spain and used to speak always in Spanish.

By time pass, every single task was like everything repetitively. Examining my experience in the company made me developed several questions about what profession I want to be. It made me realize that I could do more than this and that my skills could even develop more.

Motivation creates goal directed behaviour and it is a mental feeling which is when someone needs something to fulfil. This something that missing in the mind of someone can cause tension. The person tries to overcome this by engaging their self in a behaviour which satisfies its needs. Persons who succeed on fulfilling their needs overcome the tension. However, when one satisfaction is already fulfilled it leads to another needs. This goal behaviour is a continuous process (Goyal, 2015).

Human resources management is the job role that I would really want to pursue, apart from I like doing paperwork's, I love the job role due to several reasons such as training people, hire, analyse people and solve issues.

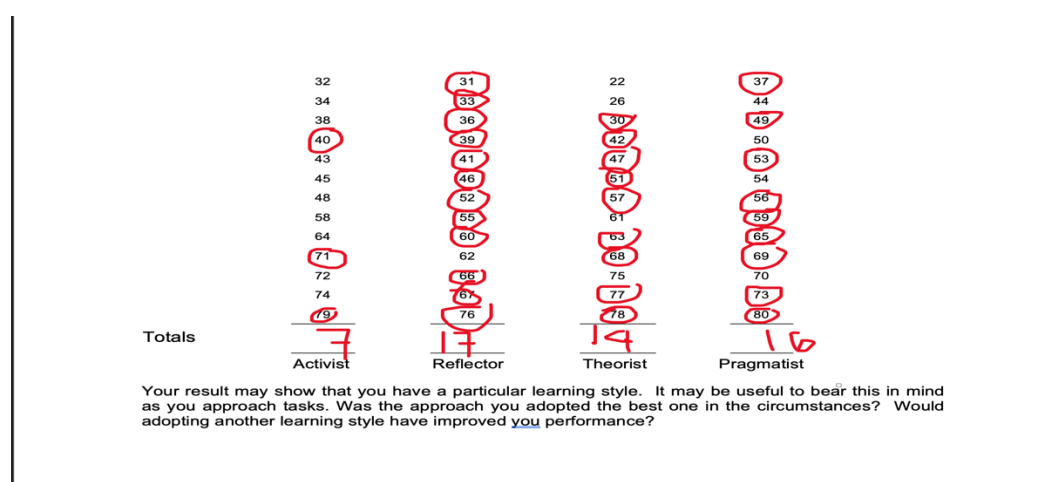
A university degree does not mean that you can be successful as they are people now a days that they become a businessman without any degrees at all. Therefore, people without a degree does not mean a failure. It is true that depending to the career that you want to do require any diploma or further qualifications as for example if you want to be doctor, obviously it would require diploma. If you want to be a hairdresser, then you would not need any qualifications. In my case then I would need a qualification to fulfil the job role that I want.

5. Learning styles

Honey and Mumford's theory developed questionnaires that can identify the learning style that most student use. It has been used as an alternative for Kolb learning style inventory and applied in management and training purposes. The learning style questionnaire demonstrate how people learn on their preferred style and the quantity that they want to learn. It shows that high scorer on each style are better than the slower scorers. We can identify four styles of learning: Activist are people who like new challenges, makes decisions naturally and do not like instructions. Theorist are people who focus on ideas, have fundamental logic, they don't trust on instinct and emotional involvements. Pragmatist are practical, have fundamental logic, they avoid reflecting and understand deeply. Reflectors, they are observers, describe processes, avoid issues and understandable (Maric et al2015).

Based on the results of my quiz, it shows that the preferred style is reflector. Evaluating myself before doing the quiz, I thought I was being more activist rather than reflector. Analysing my experiences for example in the beginning of my job training I tend to observe first rather than talking and asking too much questions but in my marriage is different, yes I am understanding but avoiding issues is not that all, because I try to analyse always why this happened , what were the causes and see the results. It is not the I want to bring up arguments, but I want evaluate problems or issues to avoid mistakes in the future, maybe in that case I am being Pragmatist as well.

(Honey and Mumford's Quiz results)



6.Swot Analysis

STRENGTH -Confidence -Good communication skills -Customer service experience -Positive approach -Three languages spoken	WEAKNESSES -Impatience -Working under pressure -Emotional -Qualifications
OPPORTUNITIES -Promotions in my current job -Accessibility in different professions or industry due to experiences	THREATS -Flexibility shifts issues due to family. -Lack of qualifications

7.Smart Objectives

Smart objectives are defined as statements of the important results of your goals and designed to plan and archive your goals. It is defined as S for specific, M for measurable, A for achievable, R for relevant and T for time bound. *(California, 2016)*.

One of my smart objectives is to buy a house within the five years, therefore it requires me to save money for the deposit and build my credit score to apply for a mortgage.

Also, I would like to get promoted in my current job as a supervisor within a year after all the trainings.

8.Johari Window

Johari window model has been developed by the American psychologist Joseph Luft and Harry Ingham in the 1950's, they called it JOHARI by combining their names. This window is a helpful tool for self-awareness training, to develop team and personalities, intergroup relations. This helps us to figure out how we view and how does other people think about us. *(Saxena, 2015)*.

Arena giving kind loving organised trustworthy	Blind Spot caring confident friendly helpful idealistic independent intelligent knowledgeable mature observant powerful religious spontaneous
Façade proud	Unknown able accepting adaptable bold brave calm cheerful clever complex dependable dignified energetic extroverted happy ingenious introverted logical modest nervous patient quiet reflective relaxed responsive searching self-assertive self-conscious sensible sentimental shy silly sympathetic tense warm wise witty

9. Personal Development Plan

What Do I want/need to learn?	What will I do to achieve this?
I want to finish a Degree I want to have a Diploma I want to buy my own house I want to build my own business I want to have a job where I want to go to every day.	Continue studying after this course Continue studies Save money for a deposit and build credit scores. Save capital money to start business Finish studies therefore can apply for a job what you really want.
What resources or support will I need?	What will my success criteria be?

Student loans	Ability to work and study at the same time
Motivation and from my husband	Ability to manage time with kids
Support from my parents while I am studying, they can look after my child.	Ability to how to budget money to save for house and business
I would need to have a job for student loans	Develop skills and put on practice to get the job role.

Target dates for review and completion
3 to 4 years for studies
5 year to buy a house
5-10 years for the business
3-4 years for the preferred job role

10. Career ambitions.

I have been always ambitious since young; I love to do a lot of things that sometimes I do not know what I exactly really want to do. After having been doing this course, it helped me a lot to reflect on myself, especially in the career that I would like to pursue. I have decided to choose the Human resources course, therefore I could work for any company.

It is true that when you are working in a field that you love; you will never have to work a day in your life. Therefore, I hope I could work in the field that I have been always love to.

11. Conclusions

Everything in life will go when it has supposed to go just be patient and run your own race. Some people might be successful on their 20s some of them on 50s, some may be not and might be slower than you. We should learn how to analyse ourselves and learn how to pursue our goals in order to be successful. Challenges in life have been always unpredictable, when it comes do not think that it was sent to destroy you, they are sent to make you stronger than before because failure it not the opposite of success, it is part of success.

12. Works Cited

Maric, et al., (2015). *Differences in Learning Styles: A comparison of Slovenian Universities*. Athens, Greece, Elsevier Ltd.

California, U. o., (2016). University of California. [Online]
Available at: https://www.ucop.edu/local-human-resources/_files/performance-appraisal/How%20to%20write%20SMART%20Goals%20v2.pdf
[Accessed 17 Nov. 2020].

Goyal, P. K., (2015). Motivation: Concept, Theories And Practical Implications. International Research Journal Commerce Arts Science, 6(8), p. 72. Available at
https://www.academia.edu/19739571/MOTIVATION_CONCEPT_THEORIES_AND_PRACTICAL_IMPLICATIONS [Accessed 25.11.2020]

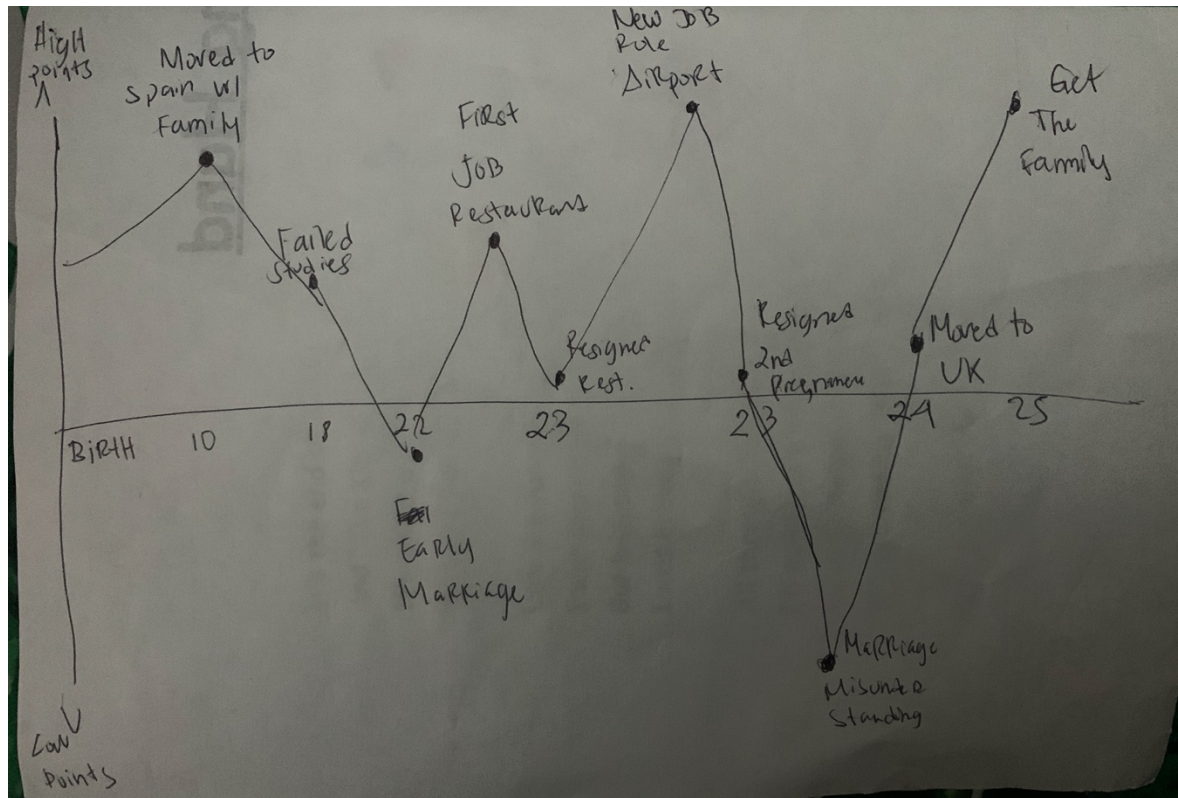
Saxena, P., (2015). An Effective Model for Improving Interpersonal Communication and Managerial Effectiveness. Journal of Management, Volume 5, pp. 134-146. Available at
http://www.ejsit.org/dec_15/journal13.pdf [Accessed 25.11.2020]

Wain, A., (2017). Learning through reflection. British Journal of Midwifery, Volume 10, pp. 662-663. Available at:
https://www.researchgate.net/publication/320342913_Learning_through_reflection
[Accessed 25.11. 20]

Wride, M., (2017). A Guide to Self-Assessment. [Online]
Available at:
<https://www.tcd.ie/CAPSL/assets/pdf/Academic%20Practice%20Resources/Guide%20to%20Student%20Self%20Assessment.pdf>
[Accessed 17 11 2020].

13. Appendix

13.1 Lifeline exercise



13.2Honey and Mumford's LSQ

AutoSave OFF HoneyQ. - Compatibility Mode

Home Insert Draw Design Layout References Mailings Review View RCM Tell me

Margins Orientation Size Columns Breaks Hyphenation

Indent Left: 0 cm Right: 0 cm Spacing Before: 12.24 pt After: 2.88 pt

Position Wrap Text Bring Forwards Send Backwards Selection Pane Align Group Rotate

Page 1 of 5 1546 words English (United States) 102%

Honey and Mumford: Learning Styles Questionnaire

There is no time limit to this questionnaire. It will probably take you 10-15 minutes. The accuracy of the results depends on how honest you can be. There are no right or wrong answers. If you agree more than you disagree with a statement put a tick. If you disagree more than you agree put a cross by it. Be sure to mark each item with either a tick or cross. When you have completed the questionnaire, continue this task by responding to the points that follow.

- ☒ 1. I have strong beliefs about what is right and wrong, good and bad.
- ☒ 2. I often act without considering the possible consequences.
- ☒ 3. I tend to solve problems using a step-by-step approach.
- ☒ 4. I believe that formal procedures and policies restrict people.
- ☒ 5. I have a reputation for saying what I think, simply and directly.
- ☒ 6. I often find that actions based on feelings are as sound as those based on careful thought and analysis.
- ☒ 7. I like the sort of work where I have time for thorough preparation and implementation.
- ☒ 8. I regularly question people about their basic assumptions.
- ☒ 9. What matters most is whether something works in practice.
- ☒ 10. I actively seek out new experiences.
- ☒ 11. When I hear about a new idea or approach, I immediately start working out how to apply it in practice.
- ☒ 12. I am keen on self-discipline such as watching my diet, taking regular exercise, sticking to a fixed routine etc.
- ☒ 13. I take pride in doing a thorough job.
- ☒ 14. I get on best with logical, analytical people and less well with spontaneous, "irrational" people.
- ☒ 15. I take care over the interpretation of data available to me and avoid jumping to conclusions.
- ☒ 16. I like to reach a decision carefully after weighing up many alternatives.
- ☒ 17. I'm attracted more to novel, unusual ideas than to practical ones.
- ☒ 18. I don't like disorganised things and prefer to fit things into a coherent pattern.
- ☒ 19. I accept and stick to laid down procedures and policies so long as I regard them as an efficient way of getting the job done.
- ☒ 20. I like to relate my actions to a general principle.
- ☒ 21. In discussions I like to get straight to the point.
- ☒ 22. I tend to have distant, rather formal relationships with people at work.
- ☒ 23. I thrive on the challenge of tackling something new and different.
- ☒ 24. I enjoy fun-loving, spontaneous people.
- ☒ 25. I pay meticulous attention to detail before coming to a conclusion.
- ☒ 26. I find it difficult to produce ideas on impulse.
- ☒ 27. I believe in coming to the point immediately.

AutoSave OFF HoneyQ. - Compatibility Mode

Home Insert Draw Design Layout References Mailings Review View RCM Tell me

Margins Orientation Size Columns Breaks Hyphenation

Indent Left: 0 cm Right: 0 cm Spacing Before: 12.24 pt After: 2.88 pt

Position Wrap Text Bring Forwards Send Backwards Selection Pane Align Group Rotate

Page 2 of 5 1546 words English (United States) 102%

- ☒ 28. I am careful not to jump to conclusions too quickly.
- ☒ 29. I prefer to have as many sources of information as possible - the more data to mull over the better.
- ☒ 30. Flippant people who don't take things seriously enough usually irritate me.
- ☒ 31. I listen to other people's point of view before putting my own forward.
- ☒ 32. I tend to be open about how I'm feeling.
- ☒ 33. In discussions I enjoy watching the manoeuvrings of the other participants.
- ☒ 34. I prefer to respond to events on a spontaneous, flexible basis rather than plan things out in advance.
- ☒ 35. I tend to be attracted to techniques such as network analysis, flow charts, branching programmes, contingency planning, etc.
- ☒ 36. It worries me if I have to rush out a piece of work to meet a tight deadline.
- ☒ 37. I tend to judge people's ideas on their practical merits.
- ☒ 38. Quiet, thoughtful people tend to make me feel uneasy.
- ☒ 39. I often get irritated by people who want to rush things.
- ☒ 40. It is more important to enjoy the present moment than to think about the past or future.
- ☒ 41. I think that decisions based on a thorough analysis of all the information are sounder than those based on intuition.
- ☒ 42. I tend to be a perfectionist.
- ☒ 43. In discussions I usually produce lots of spontaneous ideas.
- ☒ 44. In meetings I put forward practical realistic ideas.
- ☒ 45. More often than not, rules are there to be broken.
- ☒ 46. I prefer to stand back from a situation and consider all the perspectives.
- ☒ 47. I can often see inconsistencies and weaknesses in other people's arguments.
- ☒ 48. On balance I talk more than I listen.
- ☒ 49. I can often see better, more practical ways to get things done.
- ☒ 50. I think written reports should be short and to the point.
- ☒ 51. I believe that rational, logical thinking should win the day.
- ☒ 52. I tend to discuss specific things with people rather than engaging in social discussion.
- ☒ 53. I like people who approach things realistically rather than theoretically.
- ☒ 54. In discussions I get impatient with irrelevancies and digressions.
- ☒ 55. If I have a report to write I tend to produce lots of drafts before settling on the final version.
- ☒ 56. I am keen to try things out to see if they work in practice.
- ☒ 57. I am keen to reach answers via a logical approach.

AutoSave off Xplore.docx - Compatibility Mode

Home Insert Draw Design Layout References Mailings Review View RCM Tell me

Margins Orientation Size Columns Breaks Hyphenation

Indent Spacing

Left: 0 cm Before: 12.24 pt

Right: 0 cm After: 2.88 pt

Position Wrap Text Bring Forwards Send Backwards Selection Pane Align Group Rotate

Share Comments

32	31	22	37
34	33	26	44
38	36	30	49
40	39	42	50
43	41	47	53
45	46	51	54
48	52	57	56
58	55	61	59
64	60	63	65
71	62	68	69
72	68	75	70
74	76	77	73
79	76	78	80
Totals			
7	17	14	16
Activist	Reflector	Theorist	Pragmatist

Your result may show that you have a particular learning style. It may be useful to bear this in mind as you approach tasks. Was the approach you adopted the best one in the circumstances? Would adopting another learning style have improved you performance?

Page 4 of 5 1546 words English (United States) Focus 191%

13.3 Personal Development plan template

AutoSave OFF PDP template - Compatibility Mode - Saved to my Mac

Home Insert Draw Design Layout References Mailings Review View RCM Tell me

Comic Sans 12 A Aa Paste B I U X x' y' z' Aa BbCcDdEe Heading 1 AaBbCcDdEe Heading 2 AaBbCcDdEe Normal AaBbCcDdEe No Spacing AaBbCcDdEe Heading 3 AaBbCcDdEe Title Styles Pane Dictate Sensitivity

Development plan

NAME:	Denise Jillian Castro Pantaleon	Student NUMBER:	1916143
COVERING THE PERIOD FROM:	Term 3	TO:	

This record sheet is for your guidance only - you may present your development plan in any other format.

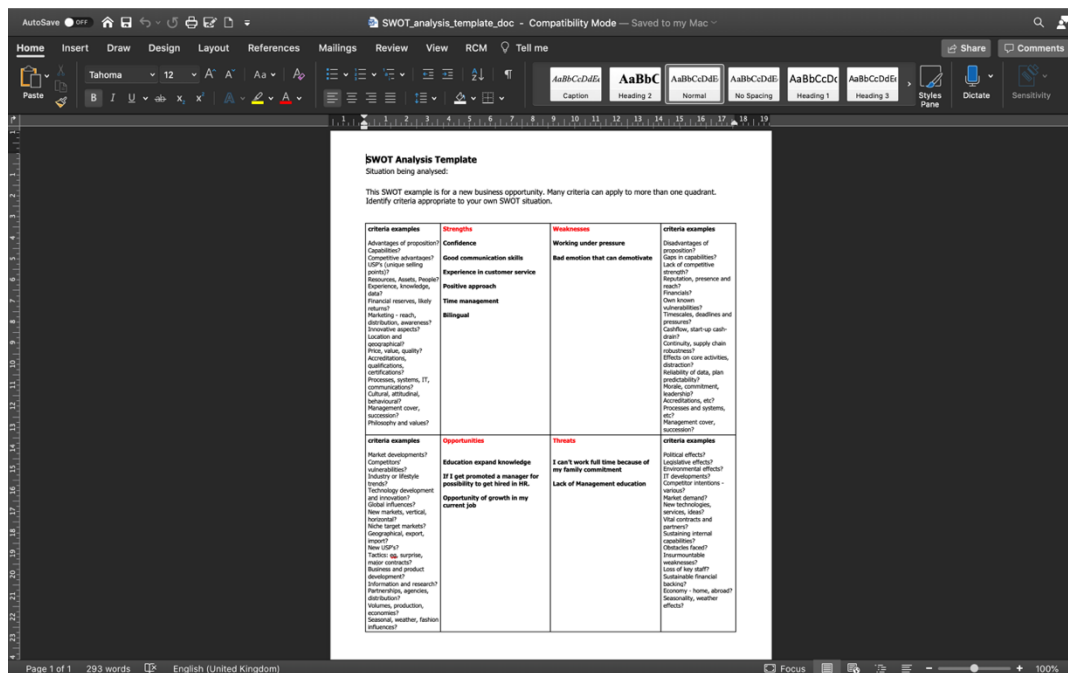
Planned outcome

Where do I want to be by the end of this period? What do I want to be doing? (This may be evolutionary or "more of the same".)

What do I want/need to learn?	What will I do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target dates for review and completion
I want to finish a Degree	Continue studying after this course	Student loans	Ability to work and study at the same time	3 to 4 years for studies
I want to have a Diploma	Continue studies	Motivation and from my husband	Ability to manage time with kids	5 year to buy a house
I want to buy my own house	Save money for a deposit and build credit scores.	Support from my parents while I am studying, they can look after my child.	Ability to how to budget money to save for house and business	5-10 years for the business
I want to build my own business	Save capital money to start business	I would need to have a job for student loans	Develop skills and put on practice to get the job role.	3-4 years for the preferred job role
I want to have a job where I want to go to every day.	Finish studies therefore can apply for a job what you really want.			

Page 1 of 3 296 words English (United Kingdom)

13.4 Swot Analysis Template



13.5 Johari Window

