

# Professional Career Development (BMSW4005) with Lecturer – Anita Nan



## Task 2 – Report



Student:  
**Aleksandar Velichkov Mitev**  
(2020637)

## Table of Contents

|                                                                 |    |
|-----------------------------------------------------------------|----|
| Introduction:.....                                              | 2  |
| Personal development planning: Making a start .....             | 2  |
| My Lifeline Exercise .....                                      | 2  |
| Short-term and Long-term goals.....                             | 3  |
| Professional Development Planning & Self- awareness tools ..... | 4  |
| Self-evaluation & Self-motivation review .....                  | 4  |
| Personal learning styles (Kolb's, VAK) .....                    | 4  |
| Workshop Exercises: .....                                       | 5  |
| Johari window.....                                              | 5  |
| SMART Goals.....                                                | 6  |
| SWOT analysis:.....                                             | 6  |
| Recruitment and selection .....                                 | 6  |
| Reflection on my role play .....                                | 7  |
| My role as an Interviewer: .....                                | 7  |
| My role as an Interviewee:.....                                 | 8  |
| Conclusion .....                                                | 8  |
| References: .....                                               | 9  |
| Appendices: .....                                               | 10 |
| Task 1:The 5 Questions I am asking as an interviewer .....      | 10 |
| Task 2 : My Application form completed as an interviewee .....  | 11 |

## Introduction:

In this report, I will reflect on the practised role play interview by analysing the feedback on my action as interviewer and an interviewee. I will review my readiness for employment by showing my understanding and what we have learned in class, explaining the skills and knowledge that contribute to working more effectively. I will also use some learned methods, to reflect on my experience, by using Johari Window and in finding my Learning Styles. By using SWOT and SMART goals analysis, I will develop an understanding of my personal strengths and the areas for further development, review my understanding and expectations of the world of employment, build my career goals and create my personal development plan.

## Personal development planning: Making a start

**In week one**, we've had an introduction to the module, giving us knowledge of the self-awareness tools, including making a lifeline chart. This chart has made me reflected on my achievements. It helped me visualise and understand, my motivation start-point to begin developing my vision by grounding short term and long-term career plans.

It is said that employability skills, we gain through our experience in time, and they are related to the stage of our personal awareness and performance as an employee. These skills reflect on organising, time keeping, and readiness to do the job. Positively take the challenge to finding and resolving a problem in a best professional way in a good style and proper manner, delivering good results. (Skills You Need, 2021)

## My Lifeline Exercise

In my youth I've been growing my experience to work in practise classes and some after class clubs. Then I began to understand how punctual and precise at work I should be, to give good results and feel appreciated.

There are **some key moments in my life experience where I've learned and realised my position in life and took valuable, decision's, by changing my personal and professional behaviour** in the society and namely in my job roles and team making. I have put down a small graph of when and what happens on **‘My lifeline exercise’**, held in class with my lecturer:

|           |                          |                                                                         |                              |                                                                         |                           |                                        |                                       |                                 |                                  |               |                              |
|-----------|--------------------------|-------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------|---------------------------|----------------------------------------|---------------------------------------|---------------------------------|----------------------------------|---------------|------------------------------|
| High Pick | 10                       | 10                                                                      |                              | 10                                                                      |                           | 10                                     | 8                                     | 10                              | 10                               |               | 8                            |
| 10/10:    |                          |                                                                         |                              |                                                                         |                           |                                        |                                       |                                 |                                  |               |                              |
|           | First time in School y.1 | I became a soloist singer at "the Kids Quire of Alen Mag – Blagoevgrad" |                              | I have joined High school in electronics and radio television technics. |                           | Dropped The Army And Joined University | Got my Primary School Teaching Degree | Got married And become a father | Employed At Airport Heathrow VIP |               | Accepted in UWTSU University |
| Birth     | 8y                       | 12y                                                                     | 15y                          | 16y                                                                     | 18y                       | 20y                                    | 24y                                   | 28y                             | 33y                              | 45y           | 46y                          |
|           |                          |                                                                         | Had to drop "the Kids Quire" |                                                                         | Joined The Bulgarian Army |                                        |                                       |                                 |                                  | got redundant |                              |
| Low Pick  |                          |                                                                         | 10                           |                                                                         | 7                         |                                        |                                       |                                 |                                  | 8             |                              |
| 10/10:    |                          |                                                                         |                              |                                                                         |                           |                                        |                                       |                                 |                                  |               |                              |

## Short-term and Long-term goals

### My Short-term goal:

First: To successfully finish my high education in two months

Second: To get my teaching certificate transferred by NARIC

### My Long-term goal:

To work in education as a teacher by the end of 2023

## Professional Development Planning & Self- awareness tools

**In Week 2**, I began to understand how the self-awareness tools work in addition to the professional development planning. I've learned what the self-motivation is, and we've completed a quiz, that revealed my good points and bad points when it comes down to self-motivation. We've also observed the personal learning styles, including VAK and the Kolb's learning cycle, which helped me understand my potential job role in developing my personal progress plan.

### Self-evaluation & Self-motivation review

"How I get along with and working well with other people, that includes communication skills and other interpersonal skills. How reliable and dependable am I? Am I Doing what I say, by the deadlines I have agreed, and I turning up when I have meant to be there? What is my willingness to learn new skills, whether those are job-specific or more general?" (Skills You Need, 2021)

*Self-motivation is the willing with, someone is kept going to do or doing a particular task towards their targets or enjoyment of doing anything at work or at home.*

### Personal learning styles (Kolb's, VAK)

David Kolb in 1984, pointed four stages of his **Experiential learning style** model, consist of concrete learning, reflective observation, abstract conceptualisation, and experimentation. The outcome to effective learning results by following the cycle. This Reflective experience learning model can begin at any point following the logical sequence. (Skills hub, 2017)

According to **Visual, Auditory, Kinaesthetic, learning styles (VAK)**, I have mainly a kinaesthetic style of learning, but also an obvious visual learning style. I would often see a broken equipment and will try to imagine how it would look if I assembled the parts in a certain way. I also love watching and thinking or watching and try copying. I follow graphic manuals and video manuals much easier. I cannot ignore the fact that I am also a musician,

and I've learned to play and sing by ear. That should mean that the auditory learning also takes a big part of me. I like to listen and speak. I am a patient listener. When looking for a job I know that manual jobs are very compatible to me and jobs with following instructions or giving instructions. However, "we all learn in different ways from each other, and we often choose to use what has become known as a 'preferred learning style'". (Pritchard, 2008)

## Workshop Exercises:

In week 3, we have learned and practised the Johari Window diagram, and I've realised how helpful it was to understand my personal awareness and development. We also have cleared, what the SMART objectives is and how does SWOT analysis work to use it as a base of my professional development plan.

### Johari window

This tool for analysing and reflecting on one's personality can help people to engage and give feedback, build better and trusting relationships can solve issues and work effectively. We aim to enlarge the open area to get the teamwork better.

When learning about the Johari Window, I've found that, this method was a simple way to put on a list my good and bad points revealed to me and to the others. I have realised that the expectations of other people to me are based on what I've showed them about me.

| Open area                                                                                                                                                                                                                                                               | Blind area                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| what you know and what people know about me is clear and can be seen<br>example:<br>I can sing, I am a Christian, I am married, I have children, I am student, I'm good and a trustable friend, I'm a dedicated worker, I repair stuff and fix, I also have my "corner" | I don't know but other people know about me things I am not aware of<br><br>Example: someone told me I talk complicated I am too long I'm hard to understand |
| Hidden area                                                                                                                                                                                                                                                             | Unknown area                                                                                                                                                 |
| (Mind your own business)<br>things I don't want people to know                                                                                                                                                                                                          | what I would be and what I could do but never had an idea or came to that no one else will know also until a moment comes                                    |

## SMART Goals

In the beginning of the 80's, George T. Doran sets out five attributes that make a purpose 'SMART', that stands for Specific, Measurable, Achievable, Realistic, and Timely (Doran, 1981) That is a simple and effective model and when used in the right direction, helps us to establish strong ambitions that define precisely what requires to be achieved, and when. (Forbes-Taylor, 2021)

### My SMART Goals:

|                   |                                                                             |
|-------------------|-----------------------------------------------------------------------------|
| <b>Specific</b>   | to successfully finish my Higher Education, to transfer my Diploma by NARIC |
| <b>Measurable</b> | fulfil the needed certificate or diploma qualification                      |
| <b>Achievable</b> | research and learn the most appropriate way – not too difficult step        |
| <b>Realistic</b>  | It is possible, with expectations to be need some finishing training        |
| <b>Timebound</b>  | by the end of 2023                                                          |

## SWOT analysis:

### Strengths:

What I have what others do not? - patience.

What makes me unique? - observation, - experience with VIPs

### Weaknesses:

What I see is my weakness? -procrastination; -interpersonal (shy, hesitation, overthinking); - I am an introvert

### Opportunities:

These are related to my strengths:

I can operate with VIP services (ideally, I get over the hesitation)

### Threats:

What are my obstacles? Related to weakness: hesitation and procrastination can stop me apply for a possible job

## Recruitment and selection

In week 4 and week 8, we've had a discussion in class based on job search, the process of recruitment and selection. We have looked at some websites for job search and we have checked the expectations for different jobs. We have also completed a job application form and generated five questions based on the partner's application form and in line, that helped us create and exercise job interview role play, where we've showed our professional skills from the site of an interviewer and the opposite is an interviewee.

## Reflection on my role play

In class we have practiced our skills to write a job application for a wished position, and five interviewing questions. (*Find it in appendixes*) Having that base, we've built an interview role-play. The so named role-play was done in two parts. First, me as being an interviewee and second, me being as an interviewer. During the role-play presentation and after the performance of the interview, I've been marked for showing my understanding and learned skills.

While reviewing my marks, I could see that the Johari window tool, plays its role in my behaviour as I can reveal my weaknesses through the hidden area part which I don't want people to know, but I know for myself that I shake, and I'm stressed when talking, about myself. These are moments when I'm shy and get stressed to trigger the people's judgement questioning: Am I really that, what I am saying?

Although, I have the knowledge and professional understanding of the interpersonal and psychological environment situation. That's how I felt, when pointing the finger to me and get the moment to show my pride of what I am. I am realising and seeing this as a possible threat to my future career planning and I need to extinguish that negative influence by revealing my fears and recognizing that everyone at some point feels the same.

### My role as an Interviewer:

By having a review of my role play marks I understand that as an interviewer, I've got highest mark on **good welcome and body language**, I'm able to keep an excellent eye contact and have impressive small talk designed to relax the interviewee. However, I will still need to work on my mapping out the interview to the interviewee.

**Use of a very good mix of soft and hard questions**, are my next highly marked skills, covered by the ability and the use of questions both open and closed. That allowed the conversation to flow in a good mix Successfully probing and asking for concrete examples. However, I didn't manage to layout scenario and ask how the interview interviewee would react.

I've managed to keep **the interview style**, in a **friendly, encouraging conversation**, **maintaining a good eye contact**, and letting the interviewee to **fully responding, without interrupting**. Though, when an answer was abrupt, I've missed to ask a follow up question.

### My role as an Interviewee:

**While being an interviewee**, I have shown **Good professional standards**, by being neatly dressed in a conducive to a serious dialogue environment, answering and asking in grammatically well-structured sentences.

However, **in my responses**, I have revealed **tension and missed the smile at some points** not being fluent enough in my answers. Although **I've answered the questions well**, I didn't appear perfectly confident and conversational, and I didn't show highest level of evidence to having researched the company I am applying at.

## Conclusion

Consuming, my new understandings to the world of employment at the best of Skills for the workplace, I have gained a better position of my point of view, my self-motivation, and the evaluation of my skills. This review of my employability readiness and my new understanding of the skills that make me employable, have engaged my abilities to develop a plan for my personal career. After a SWOT screening my skills, my self-motivation, my style of learning, my career ambitions, and my achievements. I have realised that I need to start from beginning and is beginning is now.

## References:

**Doran, G. T. (1981).** *"There's a S.M.A.R.T. Way to Write Management's Goals and Objectives"*, *Management Review*, Vol. 70, Issue 11

**Forbes-Taylor, (2021),** *OpenBlend.com, What are SMART Objectives?*  
Available at: <https://www.openblend.com/knowledge-base/smart-objectives>  
(Accessed on 26. December 2021)

**Skills hub (2017),** *What are Kolb's learning styles, Skills Hub,*  
Available at: <https://www.skillshub.com/what-are-kolbs-learning-styles/>  
(Accessed on 26. December 2021)

**Skills You Need (2021),** *Employability Skills: The Skills You Need to Get a Job*  
Available at: <https://www.skillsyouneed.com/general/employability-skills.html>  
(Accessed on 20. December 2021)

**Pritchard A, (2008),** *Ways of Learning, Learning Theories and Learning Styles in the Classroom*, Publisher Routledge, 2nd edition (29 Oct. 2008)

## Appendices:

### Task 1: The 5 Questions I am asking as an interviewer

#### My 5Q to Flavia. “HR assistant job role”

Hi Flavia Mateus! Wright?... Welcome to your job interview!

...I was impressed to see your application and I'd like to ask you a few questions on completion the today's interview.

[1] Firstly: **Would you tell me more about your goals and ambitions which can help us to establish the HR company's values?**

- Thank you! That is sufficient..., and  
[2] **What about your management skills that you can apply to the job?** Could you give me some examples?

I am sure there will be a lot to be applied....

[3] **Will be there any skills you would hope to improve working within our company? How can we help you grow?...**

Now...

[4] **Are you flexible with your holiday needs?** You will be expected to cover some extra hours or days of distant cases to resolve...

And my last question for you....

[5] **If offered the position, how soon would you be able to start?...**

**Do you have any Questions for me?**

## Task 2 : My Application form completed as an interviewee

# Job application form

### **Application for [job title] -**

Sales assistant at Currys PC world

### Your details

**Name: Alexander Mitev**

### Education and training

Please give details:

Higher education in skills for the workplace  
NVQ in Customer service  
TOEFL in English language  
Primary school teacher - bachelor  
Mechanic of electronic equipment

### Qualifications

Please give details:

Level 4 in higher education skills for the workplace  
Airport airside driving  
NVQ in customer service  
Qualified primary school teacher  
Mechanic of electronic equipment level 4

## Employment history

Your current or most recent employer

Name of employer: restaurant associates

Job title: housekeeper

Length of time with employer: 12 years

Reason for leaving:

Being made redundant

Duties:

keeping high standards of cleaning at VIP suites and supporting customer service duties  
stocktaking, bookkeeping, and storage keeping goods and products  
organising deliveries for internal purposes

## Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Konrol -Blagoevgrad

Production line supervisor  
Dough plasterer and Baker

I learned How to work under pressure,  
flexing and organising production line to the customer order in shorter times,  
keeping the quality and the quantity of the product.  
I've also learned how to manage a team and delegate certain tasks two team members.

NGO Ethos - Razlog

After school Children teacher in English and computer systems, Maths,  
grammar, and natural science. Mediating between teachers, parents, and  
pupils. preparing them too advanced their achievements and reintegrate them

back in class. I have excelled my managerial skills good team member, also became a good mediator, tutor, and teacher with understanding and good care.

### Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I'm applying for this job because I possess a genuine interest and knowledge into electronics and electrical devices also Electromechanical appliances for home and various purposes. I also have been most appreciated with high level of customer service experience. I can easily integrate with determination and positivity to the sales assistant's job description and the job duties. I have an outstanding attitude and a good customer service experience with a habit of good time keeping and self-motivation.

### Right to work in the UK

Do you need a work permit to work in the UK? No

## References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

## Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Aleksandar Mitev

Signature: Alex

Date: 21/11/2021