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Skills for the Workplace CertHE

Professional Career Development

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Reflective Report

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## 2. Abstract

This reflective report aims to analyse the skills and knowledge required at the workplace and reflect on a personal career development plan. The research will be supported by a personal reflection of the role-play regarding a job interview. The Kolbs model will be incorporated to analyse the initial experience and current situation in-depth, concluding with a personal action plan.

## 3. Introduction

I am currently studying "Skills for the Workplace," and the main reason I started this course is that I wasn't happy with my career and my job. However, more than anything, I had this constant feeling of wasting my time and energy in doing something that didn't make me feel fulfilled. It wasn't easy because procrastination and all those fear I had in my head were bigger than my belief, and if I do not first believe in myself, I cannot expect to change my actions in the right way.

Maybe all the discomfort I was feeling made me realize that I should have moved. However, I knew that I needed to work on myself first to change my direction.

After I got accepted to UWSTD (University of Wales Trinity Saint David), I realized that it was just the beginning, the first step towards many more to grow, but I knew that it was the right choice.

It has been almost a year, and I learned a lot thanks to this University. Every lesson, I did not get bored once, and all the discussions we had in the class had something to do with everyday life, so I started comparing what I learned and using that advice and skills in everyday situations.

A tool that helped me a lot is the SWOT analysis, which made me realize my strengths and weaknesses, and now I know where I have to focus on to get better.

Starting University made me very happy, but it is not enough to have good marks if you do not apply what you learned in school in real life at the end of the day. I realize that is insufficient if I do not find purpose in what I do and study, and once you have purpose, you know exactly why you are doing, what you are doing, but most important you understand yourself.

Motivation play an important role, because it is our internal drive to achieve, produce, develop and keep moving forward.

The role play where my classmate interviewed me for a simulation interview for my dream job had a huge impact on me and is another topic I will talk about in this report, concluding with an insight reflection on my journey and what I learned.

#### 4. Self-motivation

I moved here to England about four years ago because I wanted to improve my English and have work experience to be independent.

There were many things that I always wanted to do, but because I was too introverted and scared to be judged I put them on hold.

Then I realized that I needed a change and I joined a boxing gym. It was one of the greatest thing that could happen to me. I still get judged sometimes because by someone it is not considered a female sport yet, so I get ridiculed.

It helps me grow a lot because when I am inside the ring, all the emotions are amplified and if you lose focus for a second, you might get knocked out. After every training, I felt good with myself most of the time, and only when I was inside the ring, I was entirely myself. I learned that motivation helped me started, but to keep going I need discipline. I

compared what I learned during my training to what was happening to me. When I say that boxing had a huge impact on me it is also because is helping me to my decision-making, and most importantly, it pushes me through my limits and makes me do things that I would struggle to do.

For instance, the week I had the oral exams for the role play, I was not ready to speak in front of my classmate and teacher because I always had this insecurity and being an introvert does not help.

A week before, I forced myself to deal with one of my biggest fear and I step to the ring to fight against someone I was not supposed to, because she have more experience that I had. The moral of the story is that the saying: "If you have to eat two frogs, eat the ugliest one first, and If you have to eat a live frog at all, it doesn't pay to sit and look at it for very long.", is true. Once you have done the most challenging task, the rest of it will be much easier because you have passed the hardest one first.

I lost the match, but I felt good after all, and this gave me the confidence I did not have before, and I used it to step out without fearing my oral exam in class. Another important aspect of this experience is motivation, which helped me start since I applied for this course. I think sometimes is difficult to be self-motivated to do essential tasks, like studying for exams, for instance, which is why I need to be self-disciplined.

During these terms thought a lot of time about quitting because I felt stressed and under pressure. However, the reality was that I was scared to fail my exams and could not deal with them because I did not want to feel shame. At that point, I just remembered why I started studying again, and the answer was because I was not satisfied with my job. I only had two options: giving up and continue to work as a sale associate but feeling unsatisfied, or going out of my comfort zone and risk it to find my dream job. I knew I just had to push myself through and take action. Self-motivation is pushing yourself to keep going to do something until you reach the goal, so you need to be self-disciplined to achieve your purpose, even if sometimes it is easier to procrastinate or think that it is not easy to accomplish.

When I do something that takes effort and commitment, and I still do not succeed, I am more motivated to try harder until I do better. For instance, when I had my first fight for a competition, I lost it, and even if I am still scared of it I still want to keep trying and see how it goes. This sport helps me to change my mindset and have the same attitude at school and at the workplace.

## 5. Recruitment and Selection

### 5.1 Concrete experience

The role play we had in class was about interviewing each other to simulate a job interview. After we got paired, we started working on our questions for the role play. The first few questions were more simple and straightforward, as they were structured to be smooth and to get to know the other person's interests and goals. The last part of the conversation

was about a self swot analysis to understand my strengths and weaknesses and why I chose this path career.

## 5.2 Reflective observation

Before and during my oral exam, I was nervous, but at the same time, I tried to be calm as possible and to speak clearly. The fact that I had to talk about my dream job, which is a thing that I care about and I am passionate about, played a good role because when you like the topic that you have to analyse is easier to explain as you know already the answers. This exam helped me gain confidence and stillness because it forced me to stay calm during the conversation to speak clearly and have a decent mark.

## 5.3 Abstract conceptualization

This role play made me see how I am supposed to speak and behave during a real job interview.

During my previous interview with employers, I did not have all this knowledge and skills to present myself and perform well to get a job. Therefore, I always asked myself what I was not doing good if I did not get the job I applied for.

In class we spoke about that the first impression matter, so you have to be well dressed, maintain eye contact to show them confidence and pay attention to the rest of the body language.

Now I know that my mistake all these years was the body language. I always struggled to keep eye contact with the person in front of me, and I realize that I lack confidence.

Even if the role play was not an actual job interview, It still scared me because of the presence of other people in the room, and I knew it was the perfect chance for me to challenge myself and get rid of my fear. In addition, this opportunity made me grow and realize that even the small

detail, for instance, searching the company where you want to work for, having more information during the interview, and counting and make the difference.

## 5.4 Active experimentation

I believe self-management is the key to success because no one will tell you what to do to get your dream job or whatever goal you want to reach, but it is also essential to be prepared with education which is the first step.

The role play was useful for learning more about myself and seeing where I still have to improve. For example, I still have to work on some aspects, such as smiling more to create a smooth conversation, and I also need to provide more examples and analyze the scenario better when I talk about a topic.

Therefore, now that I know my weak area, such as my body language, I have to keep practicing and pushing myself in situations that allow me to challenge myself.

## 6. Personal development plan

Arnold (1997) defined career as a sequence of employment-related positions, roles, activities, and experiences encountered by a person. A career have a wider meaning than just job history and experience, and it is also the background of a person which helps analyse the subject matter.

My goal is to become a criminal profiler in 5 years, which scares me because is it not easy and there are competition in the field.

Therefore, writing down my PDP (personal development plan) will help me be more realistic and organize my time by following step by step to make it feel manageable and achievable.

First step is to pass all my exams to then apply and continue my studies and get a PhD. Once I get those skills and knowledge I need to look for an apprenticeship to gain experience and finally apply for the job.

Meanwhile in this five years, I also have to commit and fight procrastination by motivating myself to do step at a time without rushing anything.

My threat is the lack of motivation during a difficult time or when I think I cannot make it because I am not enough. Nevertheless, if I see the situation differently, it is an opportunity for me to work daily on my strengths and keep myself motivated to reach my goal.

To grow motivation, I now know that I have to strengthen my beliefs and keep working on self-confidence, have positive thoughts, be more focused and being in a motivated environment.

## 7. Appendix

# Job application form

## **Application for Criminal Profiler**

### 1.1 Your details

**Name: Tiziana Medaglia**

### 1.2 Education and training

Business foundation course.

### 1.3 Qualifications

Currently study "skills for the workplace" at University of Wales Trinity Saint David.

### 1.4 Employment history

#### 1.4.1 Your current or most recent employer

Name of employer: Victoria Secret

Job title: Sale Associate

Length of time with employer: 2 months

Reason for leaving: it is a seasonal job

Duties:

To welcome and help clients with their requirements, answer the phone calls, reorganize the stockroom by size and colors order, and tills duties. Maintain high standards and professionalism in the shop.

#### 1.4.2 Previous employers

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

My previous experience was mainly in the hospitality sector.

I worked in a wine bar as a waitress, so the main duty was taking orders, serving the guest, and checking if the open wine would be good for the next day.

I worked there for 6 months but the restaurant closed for the lockdown so I lost the job.

I also have some experience as a receptionist. My duties were answering the phone calls and emails, managing the bookings, maintaining the reception area clean and tidy, help to organize events such as ordering special cakes or decorations and flowers for birthdays or anniversaries. In addition, I had to greet the guest once they arrived at the restaurant, explain the menu, and help the waiters whenever it was busy.

### 1.5 Supporting statement

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

I applied for this course because it is a subject that I care and I am passionate about. I am aware that I still have to gain more skills by experience in the field, but I am willing to commit myself and I will be a good match because even if it is competitive and difficult to enter I am motivated and I am willing to work hard and improve any area I need to.

### 1.6 Right to work in the UK

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

### 1.7 References

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

Katia El Gueddari (previous manager)

Phone number: 7938358132

Previous position: Marketing Officer

Sergio La Barile (previous manager)

Phone number: 7807158586

Previous position: Waitress

### 1.8 Declaration

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

Name: Tiziana

Signature: Tiziana Medaglia

Date: 10-01-2022

## 8 Conclusion

This course helped me realize that having skills and knowledge is important, but it is essential to manage my time and not waste it. Tools and techniques like swot analysis and PDP supported my decision-making and showed me my weaknesses and how to stay focused and

positive in every situation. I now know that I have to keep working on self-confidence, positive thinking, and staying focused. I also realize that motivation is the first step and after I need to be self-disciplined to reach my goal.

## 9 References

Arnold, J (1997) "managing careers in the 21<sup>st</sup> century. London. Paul chapman