

## Skills for the Workplace

### Module Assignment Submission

|                 |                                 |
|-----------------|---------------------------------|
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| Module No:      | BMSK4005                        |
| Module Title:   | Professional Career Development |

#### Statement of Confirmation of Authenticity

By the act of making this submission, the student declares that this is the work of the student named above. The work has not, in whole or in part, been knowingly presented elsewhere for assessment, or where assessment has been built on a previous assessment, this has been identified. Where materials have been used from other sources it has been properly acknowledged. If this statement is untrue, the student acknowledges that an assessment offence has been committed.

Attention is drawn to the plagiarism and unfair practice policies of both the University and of ILM.



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## Section 1: Know how to identify development needs

### 1.1 Identify learning styles for self and another

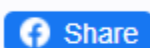
During this report I conducted different methods to gain an understanding and identify learning skills which will give stronger employability skills in the future. one such method contains a SWOT analysis showing strengths, weaknesses, opportunities and threats. it shows how we can turn our threats into opportunities and weaknesses into strengths. Also, while conducting this report I explored there are various methods which were Vark {Fleming and mills ,1987.} this learning style suggests there are four main types of learners, which are aural learning, reading/writing and kinaesthetic, the idea is that students learn best when teaching methods match their learning styles. Another learning style I conducted was the honey and Mumford questionnaire which was developed by peter Honey and Alan Mumford in 1986 and was based on the work of Kolb who had a similar learning style model {leaver 2005} and the identified four distinct learning styles which are Activist, Theorist, Pragmatist and Reflector. These methods will help in establishing a personal development plan and seek out opportunities to learn using the style that suits me.

# The VARK

## Questionnaire

### Your VARK Results

Your learning preference:  
**Strong Kinesthetic**



People with your preference like:  
practical exercises, experiences, examples, case studies, trial and error, things that are *real*, ...

Your scores were:

- Visual 1
- Aural 5
- Read/Write 1
- Kinesthetic 9



Full information about  
your preference is  
available in your **VARK Academic Profile** or  
**Business Profile** (approx. US\$9.95).  
[View Example Profile](#)

Use the following helpsheet for strategies that apply to your VARK preference:

- [Kinesthetic Strategies](#)
- [Understanding the results](#)
- **NEW!** [VARK and Online Learning](#)
- **NEW!** [Read about the experiences of others with the same learning preference as you - and add your own experiences.](#)

I agree with the Vark description of my learning preference which is kinaesthetic. I definitely do prefer a hands-on approach or learn by doing rather than a non-interactive or lecture-based setting. This

learning style also refers to my ability to process information physically through touch with experience and practice. The Vark questionnaire on another showed she preferred to read/write and people with these preferences like notes, handouts, and being able to write well. Many students have strong preference for this way of learning and enjoy reading and writing in all forms they are often addicted to lists, diaries, and power point and rely heavily on the internet and google search.

## Munford and Honey Your learning style results

The highest score reflects your main learning style. If you have two equal scores, please give both when asked.

Your scores

**Pragmatist:** 5

Reflector: 15

Activist: 6

Theorist: 9

I agree somewhat with my learning preference on honey and Mumford being a Reflector. I do stand back to try see the bigger picture and try to gain an understanding of different perspectives. I do work better having the chance to prepare any reports, research the project before committing to anything to make sure I understand it from different angles. I don't enjoy being in the limelight but will put myself forward if the need arose and offer my total support to the task in hand. I do disagree slightly with one of my weaknesses not been assertive enough not being very forthcoming and having no small talk. I am able to hold my own when I have all the facts at hand to deal with. I find I'm very good at small talk as it has been the main focus of all the jobs I've had as they have all been customer service roles.

### 1.2 Use a simple technique for identifying development needs for self & another

The SWOT was developed by a gentleman called Alberly Humphrey (2005), The SWOT will consist of identifying your strengths, weaknesses, opportunities and threats. By doing a SWOT analysis you will use your strengths to minimise your weaknesses and take advantage of opportunities while identifying the threats. they are very useful to use on a personal level as a way to help you identify areas for development and your chosen career path.

| SWOT Person 1                                                                                                                                                     |                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>STRENGTHS</b></p> <p>People Management<br/> Good in a crisis<br/> Level headed<br/> Flexible<br/> Attention to detail<br/> Good work ethic<br/> Caring</p>  | <p><b>WEAKNESSES</b></p> <p>Confidence<br/> I.T. skills<br/> Low self esteem<br/> Organisational skills</p>                                                                    |
| <p><b>OPPORTUNITIES</b></p> <p>Gain new Qualification in Skills for the workplace.<br/> Develop I.T skills<br/> Pursuing a new career<br/> Making a timetable</p> | <p><b>THREATS</b></p> <p>Covid - epidemic<br/> Not been able to finish my course through external issues, Bereavement, illness. Family issues.<br/> Competitive job market</p> |

## Strengths

I have a very good work ethic and plenty of work experience, I'm calm in a crisis and can find solutions to problems. With my people management experience, I can emphasize and be respectful to people's needs and words.

**Weaknesses** - I have very low confidence and self-esteem issues, these stem from past experience and not having enough skills to be able to do a job confidently.

| SWOT Person 2                                                                                                                                          |                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>STRENGTHS</b><br><br>Good communication skills<br>Good at engaging with others<br>Good at listening to others<br>Empathy<br>Supervisor experience   | <b>WEAKNESSES</b><br><br>Low self esteem<br>Lack of confidence<br>Not being good with money |
| <b>OPPORTUNITIES</b><br><br>Finishing and passing this course<br>Gain new qualification<br>Find a way to control and manage spending<br>– budget plans | <b>THREATS</b><br><br>Covid<br>Student loan – running out of money                          |

**Opportunities** – gaining a new qualification (certHE) skills for the workplace and I.t skills will give me much needed confidence and a sense of achievement which will help me gain employment in my chosen field.

**Threats** – there is a competitive job market out there, with covid 19 resulting in a lot of job redundancies, job losses, also the uncertainty of the world not finishing my course and not being able to continue with my studies worry's me a lot.

## Good communication skills

### **Strengths**

By having good communication skills, you can speak clearly and put across any point your making, even though I have low confidence I feel like communication is a strength as communication isn't always faced to face sometimes it can be telephone, emails etc.

- **Good at listening to other people**

Having good listening skills will help you whether you are in a learning setting e.g., university or in work setting e.g., employment. It will help you understand what your lecture or employee wants from you whether it be an assignment or a work task.

- **Empathy**

Having a good understanding of empathy will give you a skill of compassion not everything goes the way you like in life and even in a university or work you will need to have compassion. For example, if you were doing a presentation in university and a member of your team was unable to attend for personal reasons you need compassion to help this person situation rather than being annoyed, they couldn't make the presentation.

### **Weaknesses**

- **Lack of confidence**

Being an individual with low confidence could affect the performance in a presentation. The individual may struggle with the ability to speak clearly and efficient due to the lack of confidence. This could also affect how you would present yourself in an interview as your employee will see this as your weakness and prefer someone with good strong confidence.

- **Low self esteem**

Having low self-esteem will affect your ability to engage with others confidently having low confidence will often relate to the low self – esteem. Having low self-esteem would affect you in a workplace as if you don't feel good about yourself how can you make others feel good about themselves (example) if you worked in a clothes shop and someone asked "do I look ok in this" if you have low self-esteem and

don't feel good in clothes your emotional conscience without your realising would put a negative effect on that person and make them not feel good.

### **Opportunities**

- Finishing and Passing this course (Certificate of higher education skills for the workplace) to enable gaining a new qualification to be able to succeed on to a Level 5 & 6 Course.
- By doing things to gain more confidence will improve performance on presentations, class discussions, group work. Which will improve self-esteem.
- By finishing this course with a good mark, I will have learnt good employability skills to prepare me for the employment sector

### **Threats**

- Being nervous while delivering presentations
- Not passing Level 4 of this course to move on to level 5&6
- By not passing the course I will not have learnt the skills I need to prepare me for the employment sector.

### 1.3 Identify potential barriers to learning for self and another.

Here are some barriers I have identified for myself that I can do to overcome them.

- Being a carer could create a lot of barriers – unforeseen accidents, illnesses
- Geographical barriers – distance of university from home.

Barriers identified for another to overcome

- Being a single parent – childcare, illness, after school activities, school holidays.
- Geographical barriers – distance of university from home.
- Financial – no wages, student loans.

### 1.4 Explain how these barriers to learning can be overcome.

#### For myself

Here I have explained how I can overcome my barriers by identifying situations that may arise.

For myself

- I care daily for my mum who has disabilities, if she were too become ill I have a very good support system who would step in and take over her care. I have taken the opportunity to study at night and weekends as it fits in with my study/life balance.
- The university where I will be studying is just under 18 miles away. At the moment I do own a car but the times we study and location is almost impossible to use any other form of transport. I have made sure should an issue arise where I'm unable to use my car I have use of another and if I'm unable to drive I have a lift to and from university.

For another

- As a single parent to a 5 yr. old, if he should be ill, or not been able to attend school due to restrictions with covid , I have support from my mum and mother-in-law to care for him and pick him up from school and also help during school holidays
- The distance of the university is over 20 miles, as I don't drive and have to use public transport, the train is easier but if it has been cancelled there is a bus I could take instead.
- I suffer with money problems not very good at managing my money so have set up another bank account where I can put my student loan in, and it transfers money into my day-to-day account giving me as a weekly wage to manage.

## Section 2: Know how to develop self & others to achieve organisational objectives

### 2.1 Analyse learning/development options to meet needs of self & another.

How I am going to analyse learning/development options to develop myself

- Anxiety – Being anxious can create a barrier for self-esteem and self-confidence. using mindfulness programs, CBT therapy and yoga will help my anxiety to be able to develop myself further.
- Confidence Issues – need to recognise that my confidence comes from competence.
- Fear of failure – Learn to have a go anyway and learn from your mistakes.
- Comparing myself to others – recognise that while I may not have some skills, I do have a lot of skills and experience than can be utilised in all sorts of situations.

How is another going to analyse learning/development options to develop themselves

## 2.2 Identify support mechanisms for the development of self & another

by identifying a good support system you will gain more self-confidence, gain an understanding and knowledge to help with your development.

- Tutor, Hwb,
- online library,
- friends and family.

### Gap analysis

I have added a gap analysis here to help me to understand what I have knowledge of already and what is needed to be done improve myself.

| Objective                   | Current position                                                                         | Deficiency                                                          | Action                                                                  |
|-----------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------|
| What do I want to do?       | What can I already do?                                                                   | What am I lacking?                                                  | How do I fix this?                                                      |
| <b>Public speaking</b>      | Speak clearly and read well                                                              | Confidence/ self esteem<br>Power point skills<br>Composition skills | Plan accordingly<br>Practice<br>Think positively<br>Learn coping skills |
| <b>Interpersonal skills</b> | Communicate effectively<br>Listening skills<br>Emotional intelligence<br>Problem solving | Team working<br>Nonverbal<br>Communication<br>Conflict skills       | Identify areas of improvement<br>Seek feedback<br>Learn body language   |

## 2.3 Prepare development plans for self & another Self

### **Part 1: Personal Analysis**

See SWOT Analysis in 1.2

### **Part 2: Setting Goals**

| What do I want to learn?    | What do I have to do?                                                                                                                                                                 | What support and resources will I need?                                                                                              | How will I measure success?                                                                                                                         | Target Date for Review |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| I.T. skills                 | <ul style="list-style-type: none"><li>• Discover required skills</li><li>• Prioritise relevant skills</li><li>• Construct learning targets</li><li>• Devise a learning plan</li></ul> | <ul style="list-style-type: none"><li>• Video tutorials</li><li>• Online library</li><li>• Tutor</li><li>• Advice from son</li></ul> | <ul style="list-style-type: none"><li>• Reach learning targets</li><li>• Learning Plan/ milestones</li><li>• Being able to complete tasks</li></ul> | Monthly/<br>recurring  |
| Improve touch typing skills | <ul style="list-style-type: none"><li>• Practice typing</li><li>• Find learning tools</li><li>• Find the time to master it</li></ul>                                                  | <ul style="list-style-type: none"><li>• Touch typing courses</li><li>• Online tools</li></ul>                                        | <ul style="list-style-type: none"><li>• My speed will improve</li><li>• My accuracy will improve</li></ul>                                          | Monthly/<br>recurring  |

|                        |                                                                                                                                          |                                                                                                                                           |                                                                                                                                  |        |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|--------|
|                        |                                                                                                                                          |                                                                                                                                           |                                                                                                                                  |        |
| Relearn to speak welsh | <ul style="list-style-type: none"> <li>Find a class nearby</li> <li>Find a class online</li> <li>Have confidence to go for it</li> </ul> | <ul style="list-style-type: none"> <li>Join a class</li> <li>Ask family to speak welsh to you</li> <li>Watch welsh tv programs</li> </ul> | <ul style="list-style-type: none"> <li>When I have the confidence and basic knowledge to hold a conversation in welsh</li> </ul> | A year |

### Part 3: Personal Objectives

| Short Term Goals (next 12 months)                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Pass this course</li> <li>Gain more confidence</li> <li>Become a volunteer for women's aid</li> </ul>                                               |
| Medium Term Goals (2-3 years)                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Consider doing a degree</li> <li>Doing a counselling/Psychology degree</li> <li>Finding employment in a counselling/therapy setting</li> </ul>      |
| Long Term Goals (3-5 years)                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Specializing in counselling using different methods</li> <li>Consider doing a master's degree</li> <li>Maybe consider becoming a teacher</li> </ul> |

## Person 2

### Part 1: Personal Analysis

See SWOT Analysis in 1.2

### Part 2: Setting Goals

| What do I want to learn?  | What do I have to do?                                  | What support and resources will I need? | How will I measure success?  | Target Date for Review |
|---------------------------|--------------------------------------------------------|-----------------------------------------|------------------------------|------------------------|
| Gain confidence           | To practice speaking in front of people                | From my presentation                    | Getting feedback from tutors | monthly                |
| Improve my self-esteem    | Not worrying about others see me, to trust others more | My tutors                               | Getting feedback from tutors | Monthly                |
| Work hard to pass level 4 | Make sure all my work handed in on time                | Making sure I stick to my times table   | By handing work in on time   | Monthly                |

### Part 3: Personal Objectives

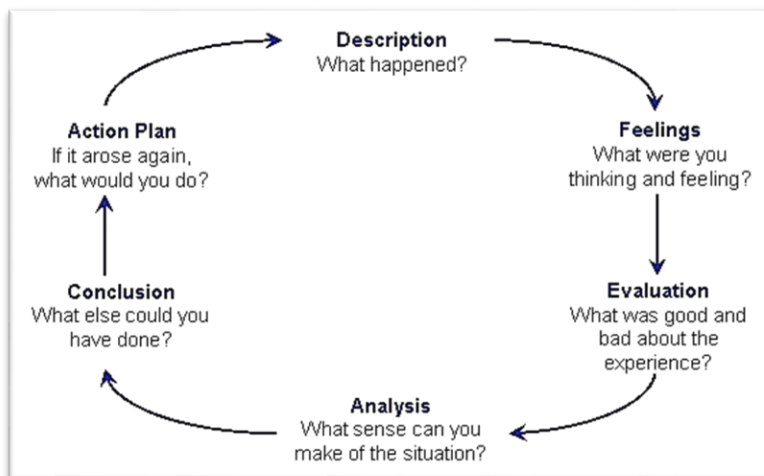
| Short Term Goals (next 12 months)                            |
|--------------------------------------------------------------|
| To pass this course                                          |
| Medium Term Goals (2-3 years)                                |
| Move on to level 5 & 6 and complete my degree                |
| Long Term Goals (3-5 years)                                  |
| To succeed in gaining the degree and getting the job I want. |

## 2.4 Method used to monitor the development of self & another.

The methods I will use to monitor my development and the development of another would be to keep looking back at our personal development plan to make sure we are achieving the targets we have set for ourselves. If we find we are not completing these targets, we need to ask ourselves why? Have our circumstances changed, what are we struggling with? has our patterns of behaviour changed? is there a different way that would maybe suit us better or try and organise our time more? Maybe cut them down to smaller chunks we must remember that even the basic abilities can be developed over time through experience and using you mentor and any mistakes that have been made are only another challenge to grow and learn.

## Section 3: Know how to prepare for the recruitment process

### Reflection on the Recruitment Process



Gibbs (1988)

### 3.1 Description

This report shows the importance of discovering your own personal learning style which is a proffered way to which the students learns, understands and gathers information. Individual learning styles also

depend on their thinking their emotional wellbeing and maybe where they live, which means everyone is different and learns in their own way. It also shows a SWOT analysis giving you an insight into your strengths and weaknesses and turning your threats onto opportunities.

To conclude a Personal Development Plan is constructed using all the above information to create an action plan to help with career and personal development and to reach short term and long term goals.

### 3.2 Feelings

I started this assignment with fear and trepidation but knew I had a promising opportunity ahead and by doing this report it has given me the chance for motivation and determination to come through. I found doing the different learning styles was very insightful, it's not something I had done before so I was very surprised when it resonated so much with me. So, it was time to start constructing my plan that now I was in the right mindset. I also found my SWOT analysis to be extremely helpful as it sorted out my weaknesses and that confidence and self-esteem was something I had to work on as well as the fear into the unknown, but by going through this assignment and working on my I.T skills I gained more confidence and I also came to realise I'm very analytical so worked through it step by step learning about myself on the way. I still have weaknesses and by working through them I will gain confidence and self-esteem and knowing I have the ability to do well if only I would learn to give myself credit.

### 3.3 Evaluation

While conducting this report my overall thinking and self-awareness improved significantly. I feel by conducting two learning personality questionnaires helped me have a understanding of my learning style. I think this went well as it helped me write this assignment. On completion of this assignment, I found by completing each section before moving onto the next part helped me continue through the report. As this is my first assignment, I did find it hard to understand how to produce a report but quite quickly got the grasp of it. Knowing what I do now after completing this report I will be more confident moving on to the next assignment.

### 3.4 Analysis

An analysis of this report shows I have looked at all the barriers that could affect either my learning or gaining employment. I have looked how I will be able to overcome these barriers/weaknesses and turn them into strengths and opportunities to improve on my own personal development plan. This report has given myself the tools and skills to being able to develop my own personal development plan.

### 3.5 Conclusion

While conducting this report I found it very insightful, it gave me the opportunity to really think about my future and how I can give myself the chance to improve my skills and develop them into stronger employability skills. During this report I conducted a SWOT on myself and another student, to conduct this analysis I had to list my strengths, weaknesses, opportunities and threats. This gave me an insight on what I needed to include in my personal development plan. I also did the VARK personality questionnaire this showed that I was more of a kinesthetic. Also during this report I researched and investigated the honey and Mumford theory and did the questionnaire on that. Going forward I need to gain the confidence in believing that I will finish this course and pass it and progress onto the next level of study to obtain my degree.

### 3.6 Action Plan

I know from previous experiences that I buckle under the pressure of attending interviews. Most of my previous experience has been with the same company and I proceeded through promotions by showing I could do the job at hand under a monitoring and development plan.

I have devised myself a STAR plan and researched some questions I may get asked about the company and previous experiences I may have had to show off my strengths. I always get tongue tied and my anxiety always gets the better of me so need to prepare myself better and if I should gain an interview, I will be more confident and prepared.

STAR Plan

Example 1

Situation - The store was launching a beauty card on Cosmetics and Fragrance dept.

Task - I had to make sure that every staff member knew about the card and the benefits.

Action - Organised meetings for all staff to understand product, I led a campaign to be the best in the company and offered staff incentives.

Result - We won a regional competition to get the most sign ups in a 3 month period and 90% of all our customers had signed up.

Example 2

Situation - Wedding guests had turned up on the cosmetic department for a bridal party to have their makeup done and the makeup artist who they had booked in with had rang in sick.

Task - I had to calm the situation down and make sure that they weren't disappointed and ruin their special day.

Action - While they waited, I organised complimentary coffee and cakes from our restaurant, I then organised other members of staff on neighbouring competitive counters to step in and take one each offering the makeup used from their trial. I offered as an incentive to the staff a bottle of wine of their choice from the store. During their appointment they were each offered complimentary bucks' fizz. We also offered a 25% goodwill gift to the wedding party on their next purchase and gave them a little goody bag with samples of a perfume for them to wear throughout the day.

Result - The wedding party was really pleased with the outcome they were all kept stress free and the bride looked radiant and happy on the most important day of her life and was in plenty of time for the wedding.

## References

Gibbs, G. (1988) *Learning by doing; A guide to teaching and learning methods*. [online] available at: <http://www2glos.ac.uk/gdn/gibbs/index.htm> [accessed 28 november 2020]

Vark –A guide to learning styles. 2020. [online] available at: <<https://Vark-learn.com/vark-questionnaires-results/>> [accessed 25<sup>th</sup> October 2020]

Honey and Mumford learning style. [online] available at - <https://www.mint-hr.com/mumfordandhoney.html> [accessed 1<sup>st</sup> December 2020]

<http://apply.morrisons.jobs/vacancies/51845./customerservicemanager--neath.html> [accessed 11<sup>th</sup> November 2020]

[https://uowtsd-mysharepoint/:w:/r/personal/2008698\\_student\\_uwtsd\\_ac\\_uk](https://uowtsd-mysharepoint/:w:/r/personal/2008698_student_uwtsd_ac_uk).accessed 8<sup>th</sup> November 2020]

## Appendix A

Job vacancy and application

[https://uowtsd-my.sharepoint.com/:w:/g/personal/2008698\\_student\\_uwtsd\\_ac\\_uk/EeGjOSr9dOZPgSDQ1MQ-](https://uowtsd-my.sharepoint.com/:w:/g/personal/2008698_student_uwtsd_ac_uk/EeGjOSr9dOZPgSDQ1MQ-)

oU0BrE1IU8Gu6wsb-SmYvPdJIQ?e=TRYIMf<https://uowtsd-my.sharepoint.com/w> (Web view)

# CUSTOMER SERVICES MANAGER - NEATH

**Location:** Neath  
**Department:** Retail Management (Various Depts)  
**Salary Details:** Competitive salary, plus excellent benefits  
**Work Level:** Work Level 3  
**Job Type:** Full Time Permanent

**APPLY**

**BACK TO VACANCIES**

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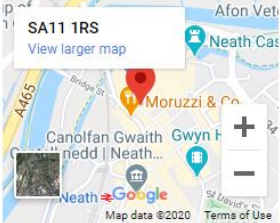
**About The Role**

**We Make Morrisons...**

From a Bradford market stall to the UK's fourth largest supermarket we are proud to be the Yorkshire food retailer serving customers across the UK over almost 500 stores and an online home delivery service.

Our business is mainly food & grocery and, uniquely, we source & process most of the fresh food that we sell through our own manufacturing facilities.

**SA11 1RS**  
View larger map



**TAKE A TOUR OF OUR ST**

## Appendix B

<<Document1 tracey cv.docx>>

## Appendix C

[Covering letter](#) ([Web view](#))