

Professional Career Development

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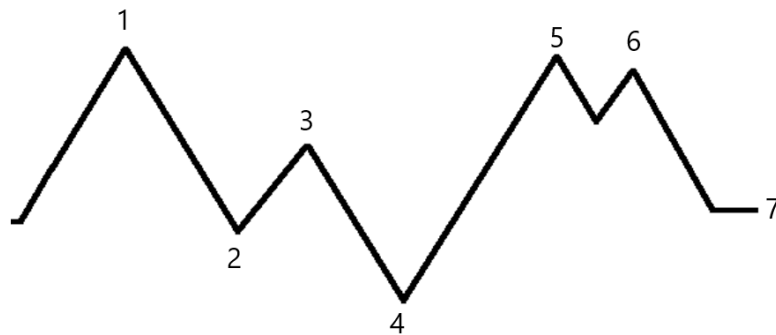
Student number: 2019146

Module code & Title: BMSW4005, Professional Career Development

Lecturer: Anita Nan

Introduction:

The aim of this report is to reflect from a personal perspective on the role play we had in class while using Gibbs's method of reflection, as well as focusing on my strengths and weaknesses, with the intent of improving them in the future. Creating an action plan and establishing my employment goals in the future is also going to be included in this assessment.



1. I got my first gold medal when I was 5
2. In 2015 I moved to Germany
3. In 2018 I overcame depression & anxiety
4. Choice between moving to England or going back to Bulgaria - 2018
5. Applied to college in 2019 and got in
6. Quit college in 2020 and applied to university
7. Graduated university in 2021

Life line:

As seen on this life line I was a little girl when achieving it. This moment was exciting for me, because modern ballet and gymnastics were my passions at the time and having a gold medal in the room meant a lot. My second achievement is that when I was 16, my family(including myself) moved to Germany. That is not my achievement. People always told me and advised that German people are very cold and not friendly at all, but I certainly did not believe them. The thing I achieved is fighting through depression for three years caused by bullying at school from my peers, them making racist jokes and always making fun of my accent, my clothes, my hair, everything you could imagine. That was not fair at all. I learned the hard way that not everyone is going to like me, but that made me stronger, independent, confident and also more approachable. It made me who I am as a persona today and to be honest I am beyond thankful for being on this wild journey.

At 18, being old enough I decided it was time to finally leave this nightmare and move away from Germany.

Leaving Germany was very stressful for me, as I had to choose between having an education, being happy and successful in the future or moving to my home country - Bulgaria, having to continue high school and afterwards not continuing my studies in university, because in my opinion Bulgarian education is not good enough and does not challenge me to do better, meaning that my happiness and well-being was at stake at the time.

After I left Germany and moved to Manchester it felt like home.

But there were two choices to make:

- Start a job and do not study(meaning no future prospective)
- College(and then go to university)

Of course college was the best option at the time, because learning Health and Social was the best thing happening to me at the time. I felt joy and was really proud of myself.

After 2 years of constant negative feedback from my tutor, that I will never be successful enough to get into university, it actually made me apply to UWTSD. This teacher never tried to make my situation better, they made it worse by trying to keep me in Level 1 for 2 years, when even the headmaster said that I should continue in Level 2, because of my attendance, punctuality and motivation to work under pressure.

Proving to myself that I can achieve more is the biggest reward. Choosing Skills for the workplace has given me a lot of opportunities to gain the necessary skills to reach my maximum potential.

This institution prepared me for the real life that can be stressful and challenging. Soft skills like confidence, great communication with other individuals, solving their problems and leadership were acquired.

In conclusion, believing in myself and my tutors helped me realise a lot of things that I should have realised sooner, like not listening to other people's opinions sometimes, because instead of helping you they could harm you. Studying here gave me a purpose in my life and motivation to always strive for the better.

2. Recruitment and Selection

My last task for this university was doing a role play with a partner of my choice in front of my tutor and peers.

First I had to be an interviewer and then we had to switch and had to be an interviewee. Me and my friend prepared 10 questions in total and we constantly practised them in order to show our tutor we are ready for future employment. Before the interview we decided to dress accordingly to a certain dress code.

When it was the last day of university and the time for the interview came we were more than ready.

First I was the one that did the interview. I chose 2 soft and 3 hard questions for her, so she showed me her communication, problem solving and decision making skills. I felt really happy being the interviewer, because practising my leadership skills in the future will be helpful for me and I like to be in charge as well. I think my partner did really well and answered all my questions correctly without confusing herself or the others. They were confident with their answers and I really liked the outcome.

I was the most nervous when we switched, because I do not like being questioned, it feels like I was being interrogated. When my friend smiled at me and started asking me questions I felt at ease, being ready for the questions. She also chose 2 soft and 3 hard questions so she could test my communication skills and how handling difficult situations work for me. When I opened my mouth it was like a flow of word after word. I answered all of the questions right. I felt happy with the whole interview.

After reviewing the feedback from my tutor and how satisfied they were from me, I was calm and confident in myself. The only thing that should have been done better is more smiling from my side, which was done in my next job interview.

SWOT Analysis:

Strengths:

- Confidence
- Communication Skills
- Strong leadership skills

Weaknesses:

- Could cooperate better in a team
- Never satisfied with myself
- Sometimes too lazy

Opportunities:

- Landing a job easier
- Acquiring more interpersonal skills
- Self-motivational skills

Threats:

- Bad cooperation in a team could lead to failure
- Never satisfied could easily ruin my chances of further potential
- Laziness can make my job harder

Smart Objectives:

Specific: In the future I am going to be a psychologist with a personal office, while having small businesses on the side. I am willing to work very hard to achieve those goals of mine and succeed.

Measurable: I have always been ambitious about developing my skills and my career and striving to always do the impossible and go for the extra mile to achieve the necessary. A solid proof of that is me changing 4 educational institutions over the past couple of years and adapting within the environment. Second proof - becoming a manager in a cleaning company within 3 months of employment.

Attainable: My goal is being established before having a stable family and children, so that means having at least one business and acquiring my degree before I think about having any kids. That is roughly 7 years from now.

Relevant: The point of having a stable life before starting a family is to relieve myself from any potential stress, be happy while being able to provide for them. My most important values are Financial Independence , Freedom, Family and Positivity.

Time-based: The time-frame I could provide is 10 years from now, because then I will be successful, financially free, independent, happy.

3. Conclusion

In conclusion, writing this report made me reflect on myself as a person, on my own characteristics and it got me pondering about what my future is going to look like, how to achieve my goals and what time frame I potentially have. The last couple of years have been a rough period for me, but nevertheless giving up was not an option. I held my head up high. Never allowing other people (tutors, peers, strangers and even family) to reduce my value as a person. Some of them told me I would grow to be a failure in the future and did not believe in me at all. As of writing this, I want to thank this university for giving me the opportunity to grow as a person and to acquire many skills potentially needed for future employment. My whole course has been a really unique and challenging experience. This assessment proved insightful as to what I have accomplished over the past few years, especially this year, while also making me think about things I could have done better, had I known earlier. Some of the topics we covered were especially challenging, for example how to start my own business and grow it to be successful, but it definitely prepared me for what is to come over the next years of my life. I cannot express my gratitude towards the university for the last courses: Professional Career Development and Problem Solving and Decision Making, because they laid the groundwork for helping me land my dream job. The interview we had and the questions which will be included under this conclusion, helped me build up my confidence and in turn reduce the stress from the upcoming interview.

4. Appendix 1

Application Form:

Application for [job title] - Customer Advisor

Your details Name: Hristiana Teneva

Education and training

Please give details:

Level 1 in Hair and Beauty

Level 1 in Health and Social Care

Level 2 in Health and Social Care

Level 4 in Business and Skills for the Workplace

Employment history

Your current or most recent employer

Name of employer: Elizabeth School of London Job title: Marketing officer

Length of time with employer: 3 months

Reason for leaving: Stopped due to focusing on studies

Duties: Engaging with customers, offering our services. Registering new students for different universities. Registering students for exams. Handling various documents while using Excel and Word.

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

I have been a Call Centre Advisor for G and J Cleaning. My duties were: Schedule appointments for the cleaning teams. Do rota for the cleaning teams. Engaging with customers, offering our cleaning services. We also provided services such as deep cleaning, regular cleaning, carpet cleaning and gardening services as well. The skills I mostly used were my communication skills. They play a really important role in my two previous jobs, so there is no misunderstanding and also making the client feel important while listening to their needs. I also used my Microsoft Office Skills to create spreadsheets for the cleaners rota so they know what time to go to their job and to avoid confusions.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job. I had a very positive experience with call centres during my time in England. I choose to apply for this job, because of my excellent communication, decision making and problem solving skills. I had plenty of training and am confident in myself. I am the best match for this job, as I have excellent customer experience, motivation, positivity and the ability to work under pressure.

Appendix 2:

Questions as the interviewer:

1. Tell me more about yourself
2. Tell me about your experience in UWTSD and what made you apply there
3. Why do you want to work for us?
4. Please tell me what are your strengths and weaknesses.
5. Are you planning to stay long?