

**PROFESSIONAL CAREER DEVELOPMENT REPORT AND
ROLE
PLAY (INTERVIEWEE AND INTERVIEWER)**

Executive Summary

The whole study is a report which concentrates on the skills and strengths that are required to gain a position as a shift manager. There is a role play which states the actual process of an interview. There is a demonstration of career development planning with a table and a description of the same using Gibbs' reflective cycle. There is a description of skills and knowledge required within the post along with the readiness of employment. There is also a description of the strengths and weaknesses and the way those can be demolished to grow in the particular position. There is a section with employment goals segregated with subdivisions of the goals.

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Task 2

Introduction

The following study is a report on the career development plan of a person who seeks to become a shift manager at a reputed firm. At first, there is a detailed career development plan using Gibbs's reflective cycle. All the parts of the cycle are stated within the report and illustrated according to the personal attributes. Next, there is an understanding of the skills and strengths that are highly necessary for working efficiently in a company. Later to that, there are the attributes that define the readiness for employment for the shift manager. After that, there is a description of strengths and development areas and employment goals along with a PDP plan. After that, there is a role-play between the interviewer and an interviewee that demonstrates the role-play session.

My career development planning using Gibbs reflective cycle

A career development plan includes short, medium, and long-term goals. The goals need to merge with the current and future planned jobs about the skills present within the employee. The experiences also come into play when selecting a particular career. The goals need to be aligned with the strengths and potentials of the person (Adeani *et al.* 2020).

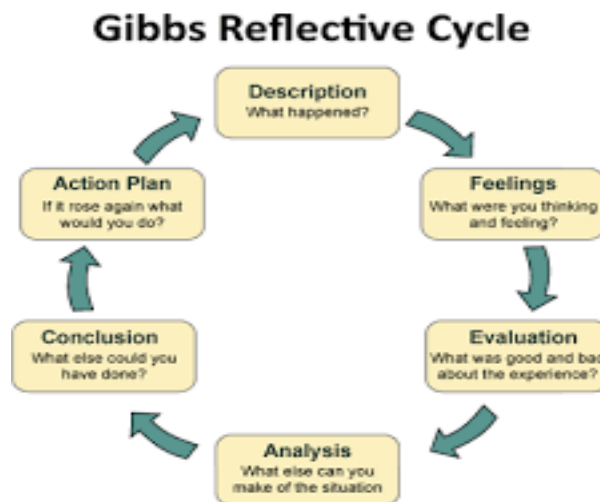


Figure 1: Gibbs reflective cycle

(Source: eln.co.uk, 2021)

Gibbs's reflective cycle focuses on the evaluation of the experience the employee has throughout the career and engages the same experience to enhance the opportunities in the future.

Description: I believe I have certain strengths and potentials that are helpful for the achievement of a position as a shift manager. 'Description' is the first stage that illustrates the experience that I have gained during my last employment career. I have been working as a trainee manager in a small retail shop and I wish to gain the position of shift manager at a reputed firm. I have experienced that I have exceptional supervising skills that can be very helpful for my career. I can manage the employees exceptionally well and I also have substantial leadership qualities.

Feelings: The next step is to understand the feelings about the experiences (Dhaliwal *et al.* 2018). I have a great past experience as a trainee manager and I want to pursue the same career in the future. I have a positive experience about the job role and therefore I want to maintain the same career path and achieve a higher position within the industry.

Evaluation: The next step is to evaluate the good and bad of the experience (Shaheen and Hameed, 2020). Honestly, I have experienced mostly good within the job role. I love to manage the team and I am specifically good at managing and leading people within the industry. However, I have faced some bad situations as well where there were conflicts between the employees. The situation went out-of-the-hand until I had to step in and offer a solution.

Analysis: The next step is to analyze the situations, both good and bad, within the industry and I believe I can handle the situation very well. According to my observation, the situations I handled gave me a positive experience and I understood the importance of my strengths.

Conclusion: The next step is to conclude about the experience. I learned that I possess skills to manage people and I have several skills that can be useful to a company in the future. However, I have a bad experience regarding conflicts between employees. That was a situation I did not like. However, I had managed to offer a good solution in the end which resolved the conflict.

Action plan: The last stage is to make an action plan which can be relevant to my skills. I can deal with conflicts well, but I need to make decisions fast and understand the point of view of the employees to resolve the conflict.

Understanding of skills and knowledge that contributes toward working efficiently

Skills and knowledge are highly crucial for excelling in a position within a company. Experience as a supervisor is an addendum to the skills that help to alleviate the experience which in turn helps the company. Again, the experience gained can be a positive experience for career growth. Strong interpersonal skills and verbal communication skills are a necessity in a career shift manager post. The knowledge of the tools and techniques used by the company within, to manage the employee is a strong requirement in every company. Grabbing a technique or tool's efficiency at least time is a skill and companies prefer the candidates who are efficient in this perspective (Tanaka *et al.* 2018).

Technical skills, conceptual skills, decision-making skills, communication skills, and conflict resolving skills are the main attributes required for working efficiently in the retail industry and as a shift manager. All the above-mentioned skills are highly required to grow within a company and above all the experience of a supervisor serves as a cherry on top. The experience and knowledge of the tools and techniques are an added quality required to prosper in a company. Incorporating all the above skills and knowledge can contribute toward working efficiently in the company (Reid *et al.* 2021).

Readiness for employment

Workplace traits demonstrate the readiness for employment and employers seek various qualities that support the skills and techniques within the operations of the company. Soft skills, employability skills, and job readiness skills are the most wanted skill sets that are required to get employed within a reputed firm. Soft skills or social skills are some of the most important skills that employers seek within the company. Communication, teamwork, co-operation, conflict resolution, respect, manners, empathy, decision making, active listening, positive attitude, professionalism are very crucial soft skills that are wanted by employers (Ting *et al.* 2017). Apart from all the above skills mentioned there is a requirement of knowledge on the tools and techniques used in the company to manage the operations of the company. Along with that, knowledge of the particular forte is highly required.

Personal strengths and areas for further development

The potentials and strengths are the main attributes required to obtain a good job within a ruptured firm. According to my observation, I possess some strength which can be ideal for maintaining a good position within the company. I have certain skills that can be great for managing personnel. Thus, a managerial position is ideal according to the skills I possess. I have great communication and interpersonal skills that can be a positive attribute in managing employees. Again, I have exceptional knowledge of the tools and techniques to manage several operations of the company as I have experience as a supervisor. Again, I am great at resolving conflicts and making quick and fruitful decisions in any situation.

However, I need to understand the weaknesses and incorporate processes to mitigate or diminish the weaknesses for my future. A development plan needs to be done to develop my career. My major weakness is punctuality and I am emotional. I take things personally which can ruin my career in the future. I have to make a developmental plan which incorporates techniques to mitigate or decrease the weaknesses. I need to understand how I can mitigate the weaknesses and grow in my future. A managerial position is a very important position within a company and emotional behavior can bring nuisance inside the work environment (Park, 2017). Thus, to control emotions and be professional is the ultimate motto of a manager. Again, I have to be more punctual in completing tasks. I need to understand the value of time and operate accordingly. Time is the most valuable thing for a manager and to maintain the operations at a stipulated time is a basic need of the authority of the company (Murphy *et al.* 2020).

Employment goals and PDP (Personal Development Plan)

My employment goals are sorted and it is ideal to develop a plan to make the development a success. The basic objectives are stated in the following for my employment goals.

Skills and knowledge to develop

I need to develop skills that can control my emotions in the workplace. I need to be more punctual and understand the value of time within an operation. I need to finish the jobs allocated to me on stipulated time and efficiently in a smarter way.

Financial objectives

I have a decent salary to support my daily currently. However, with my experience and knowledge, I can expect a little more than the supervisor position. Therefore, a twenty percent hike from my current salary profile can be a financial objective for the position I intend to fill in for the company.

Needs for stability

I have a good record in the previous company and the experience gained supports my reputation. Thus, I believe I need to gain experience as a shift manager. Therefore, I plan to stay in the company for more than 5 years at least and make the position stable for my future.

Vision for new experiences

I want to stay within the company for a long period and envisage being efficient in solving problems and conflicts within the company. Again, I want to experience different situations which give me greater experiences to tackle various kinds of problems.

SL No.	Skills	Target ability	Development opportunity/ plan	Time frame	Criteria for success
1.	Punctuality	I need to be highly punctual	I need to understand the value of time and set alarms for a particular job allocated to me.	1 month	I need to be
2.	Professional behavior	Highly professional with least emotional as possible	I need to assess the profit of the company at first and then understand the emotional attributes	1 month	I need to keep my emotions aside within the work environment and do the jobs
3.	Technical skills	I need to gain certificates on the tools that are used within the company	I need to take up courses that make me a pro regarding the tools that are used in the operations of the company	1 year	I need to find institutes that teach about the tools and techniques

4.	Focus on details	I need to focus on the details of the work allocated to me by my superiors	I need to seek the details that are present within the jobs for higher efficiency	3 months	Need to read and understand the requirements of the task critically and then proceed with the job
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Table 1: Personal Development Plan

Recruitment and selection

Role-play between interviewee and interviewer

Interviewee: May I come in sir?

Interviewer: Please come in.

Interviewee: Good morning sir! (With a smile)

Interviewer: Good morning!

Interviewee: Please tell me about yourself.

Interviewer: My name is XYZ. I live with my family in Manchester city. I am a graduate of Princeton College with Economics as a major subject. I did my schooling at David Laureate School at Princeton. I am a positive thinker always. I have experience as a supervisor for 3 years in ABC Company. Before that, I worked as a salesperson in UVX Company for 5 years. I have good knowledge regarding retails and shopping. I have also worked as a cashier in MNO Company for 2 years. I love to socialize with others.

Interviewee: Wonderful. I believe you have a good amount of experience in handling the operations within a company.

Interviewer: Yes, with my experience in the industry I have learned a lot of things regarding tackling my employees. For example, one day, when I was a supervisor and my shift manager was absent, I handled the employees within the company. There have been cases where employees had to take sudden absents and I had handled and allocated their tasks efficiently to others.

Interviewee: Okay. That is nice. So what are your strengths?

Interviewer: I have several attributes that can be useful for the company. I am great at communication, both verbal and non-verbal. Again, I can manage employees efficiently, and allocate them jobs efficiently. I am great at making quick and effective decisions and my co-workers love the solutions I provide. Again, I am good at solving problems and conflicts. For example one day there was a misunderstanding between two employees regarding the job roles. After hearing the problem and their perspectives I gave a solution and they loved it.

Interviewer: Why do you think they loved the solution you provided?

Interviewee: Later, the two employees thanked me personally for providing the solution and said I had saved the day.

Interviewee: That's nice. You must be popular amongst your co-workers.

Interviewer: Yes, the company had provided me with a certificate for the pro manager after several such incidents within my career.

Interviewee: Why do you want to leave your current job?

Interviewer: I have been with the company for 5 years now. And I want an opportunity to prosper my future career path. I want to become a shift manager and hence I want to join this esteemed company.

Interviewee: What are your salary expectations?

Interviewer: I would be happy with a 15 to 20 percent hike from my current salary profile.

Interviewee: Alright. Is the location of the office appropriate for you? How much time did it take you to reach here?

Interviewer: It's perfect. It took just 30 minutes to reach the office from my home.

Interviewee: Okay. Can you travel occasionally if work demands? A shift manager has to travel to places if required.

Interviewee: Yes, of course. That would not be a problem as I have done the same in my previous job role.

Interviewer: Great. When can you join the company?

Interviewee: As soon as possible.

Interviewer: Great. I expect you to join our company on 1st of next month at this location. I can provide the salary you expect. So, I would be glad to see you with your official documents.

Interviewee: Great. I am glad to know I am selected for the post. I will be here on the day with my documents.

Interviewer: Great. It was nice to meet you. Have a good day.

Interviewee: Same here. Thank you.

Conclusion

The whole study concentrates on the strengths and development plans that are required within the company to prosper as a shift manager. The study deals with a person who has experience as a supervisor and wants to be in a position of a shift manager. The strengths and weaknesses and a personal development plan have been demonstrated in the study. Again, there is a description of the career development plan using the Gibbs reflective cycle. The skills and strengths that are required for the post are demonstrated in the study. Again, the readiness of employment is also stated within the study. Personal strengths and weaknesses are stated along with the employment goals of the person. Lastly, there is a role-play section. In the role-play, there is an interviewer and an interviewee with a demonstration of the actual interview process. There is also a tabled form of the personal development plan with a particular time frame to show the sections of improvement.

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