



Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development

Report

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Module name: Professional Career Development

Module code: (BMSW4005_LON)

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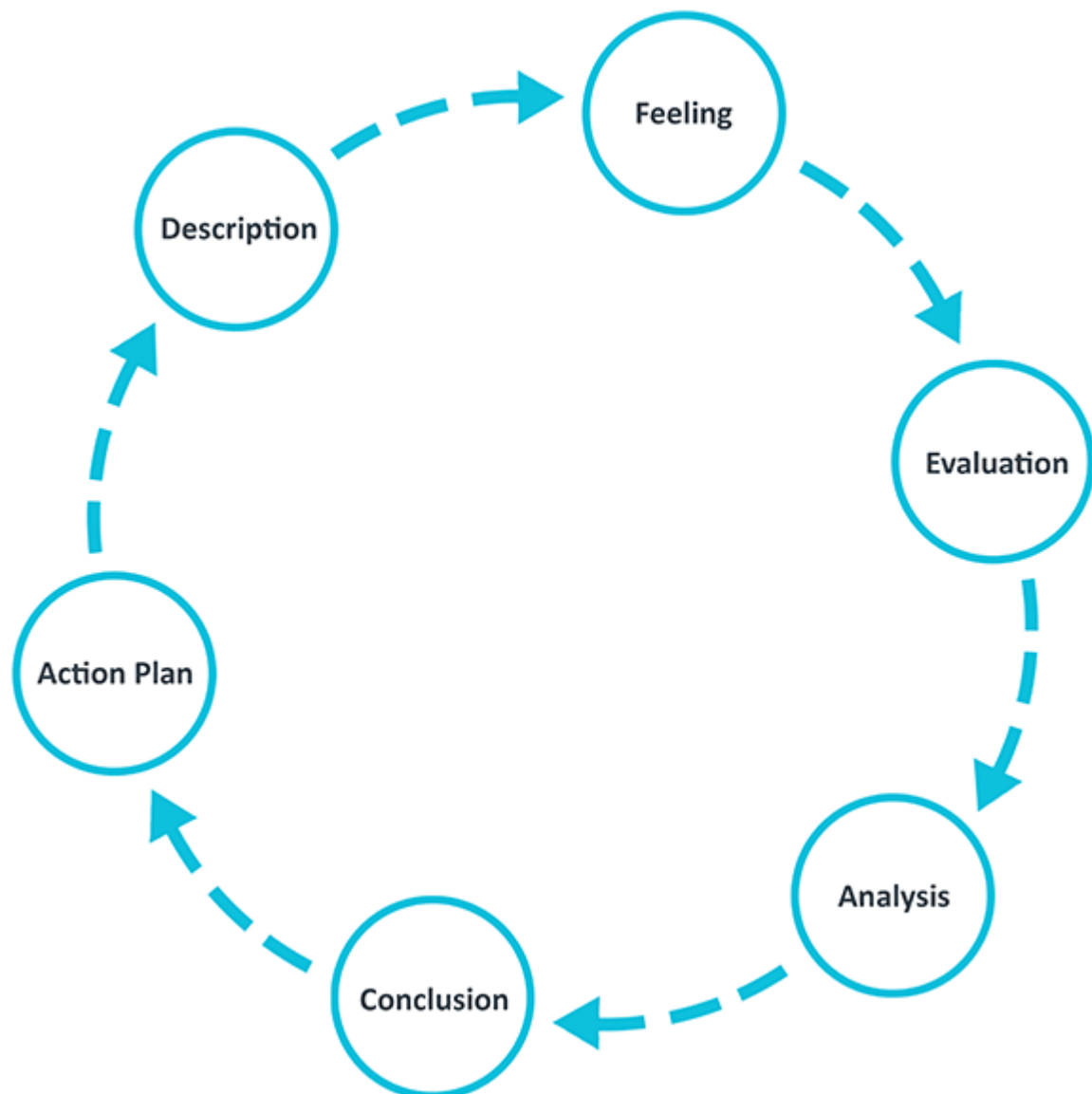
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Introduction

In this report, I discuss my own professional growth strategy, which is to become an assistant manager. Using Gibb's reflective cycle, I present a reflective account of the role play that occurred in week 10. In the report, I examine the skills and knowledge required to work effectively as an assistant manager, as well as an evaluation of my current strengths and areas for further development, as well as a SWOT analysis. I present a SMART goals target which is a self-improvement plan at the end of the report in order to obtain the skills, knowledge, and goals that will help in my career growth as an assistant manager

Recruitment and Selection heading (Gibbs reflective cycle)

The Gibbs Reflective Cycle, it provides a framework for assessing events, and because it is cyclical, it offers itself particularly well to repeated experiences, allowing you to learn and prepare from things that went well or poorly. It is divided into six phases: description, feelings, evaluation, analysis, conclusion and action plan (The University of Edinburgh .2020). In the section below I provide a reflection of my role play exam which was the first part of my assessment of the module Professional Career Development.



DESCRIPTION (WHAT HAPPENED?)

On August 20th, I had to participate in a role play based on a job interview. The role play was the first part of an assessment that I had to do in order to gain my certificate in higher education workplace skills. The role play was divided into two parts: the first part required me to act as if I were representing a company looking to hire new employees, and the second part required me to switch positions with a friend because I needed to be interviewed as if I were applying for a job as an assistant manager at Amazon.

FEELINGS IN THE EVENT

I was happy before the role play began because it was the last day of exams after a hard year of study. I was nervous when I interviewed my friend because it was my first time doing that type of test, but I tried to be calm and have a professional attitude in order to ask my friend questions in a formal way. When I had to exchange parts and be interviewed for the job position for which I applied, I felt confident in my answers to the questions that I was asked because I had spent a lot of time practising my part in order to receive a decent grade.

EVALUATION OF POSITIVES AND NEGATIVES

Some of the positive aspects of the examinations comes from when I was interviewed by my friend. I had good knowledge about the company and the position I was applying for, that I was able to maintain eye contact, that the questions I was given were well constructed and meaningful, and that I spoke loud and clear. Some of the bad aspects result from the fact that while I was interviewing my friend, I forgot to introduce the company, I did not welcome her in a professional way, and I was not dressed professionally but overall, the examination for both as a interviewee and interviewer parts was successful.

ANALYSIS

Some of the reason why things did not go well is because I focused too much on answering the question during my job interview rather than focused on all the aspects of the task such dressing professionally, welcoming in professional way and introducing the company when I was intervening my friend.

CONCLUSION

This experience has allowed me to gain experience and understanding about how a job interview works, both as an interviewee and as an interviewer, as well as to prepare myself to ask and answer questions in a professional manner.

ACTION PLAN

To avoid making the same mistakes as an interviewee, I will prepare a schedule that will help me remember what I need to talk about first, for example, introduce the company before talking, and then stick to this schedule to ask questions in a professional manner. For the interview, I will try to learn as much as I can about the company and practise my responses as much as possible. I will also dress professionally.

Skills and knowledge which contribute toward working effectively

Decision-making and problem-solving skills

An assistant manager is frequently required to make decisions on both large and small problems. It is critical to understand how to think fast and deeply in order to make an informed conclusion. Learning new approaches for making decisions and solving problems will benefit my career and allow me to be more productive at work. (Indeed, Career Guide. 2021).

Responsibility of Knowledge

An assistant manager is one of the company's management faces. This role necessitates a deep understanding of the company, its goods or services, and operations. Learn how to be responsible it will help me to be more trusted from my general manager and team members when comes to handle difficult situations such as employee mistakes, equipment breakdowns, or delays because I will have a deep understanding of every section of the company. (Chron.com. 2013)

Costumer services Customer service is the process of assisting current and possible customers by answering inquiries, resolving problems, and delivering good service. An assistant manager must have this skill in order to build a strong relationship with the customers so that they keep coming back for the service or product and help the company growth. Learning customer service skills would help my professional progression as an assistant manager because I will be able demonstrate that I can benefit the company by demonstrating how to use customer service skills and bring in more customers. (www.zippia.com. 2020)

<u>SWOT ANALYSIS</u> <u>Personal swot analysis</u>	
<u>STRENGTHS</u> Empathetic Interpersonal skills Hard worker Creative	<u>WEAKNESSES</u> Writing skills Management Technology
<u>OPPORTUNITIES</u> Move to new city Get a promotion Create new ideas for the workplace. Open my own business	<u>THREATS</u> Better employee Economy downturn Lack of employment Different general manager

My personal strengths and areas for further development

My current strengths

I am a hard worker that enjoys investing time in activities that I know will help me grow as a person because I know that without hard work, I would never be able to achieve my goals.

Being creative is one of my favourite skills since it allows me to make my jobs simpler by viewing and thinking about an issue or work in new or different ways in order to come up with solutions.

Being an interpersonal person allows me to work more efficiently because I can regulate my emotions at work by not becoming upset or not thinking clearly, and I can communicate and interact more effectively with both people and groups.

I am a very empathetic person, and I can feel how the other person feels next to me. This skill has helped me to build closer reports with my co-worker and to work better together as a team.

Areas for further development

One of the skills I need to improve is my writing skills. Because English is not my native language, I am aware that now I am not able to write in a formal way, which is why it is such an important skill to develop in order to be more professional at work and grow in my career as assistant manager.

My understanding of technology is limited since I have always done physical labour, which prevents me from working with computers and other types of technology. Learning about technology will help me perform better in my future job as assistant manager and expand my knowledge and abilities in technology field.

Sometimes my management abilities are ineffective, whether in the workplace or when studying, since I am confused by the information that I get and I prioritise things that do not need to be prioritised. This is a key skill that I need to learn in order to progress my career prospects as assistant manager.

PERSONAL DEVELOPMENT PLAN

My short - medium – long term targets for the development of my own professional career plan (using Specific, Measurable, Agreed, Realistic, Time-bound –SMART targets)

NAME	Alexandru Iulian Rotariu	Target Job/career	Assistant manager
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TIME PERIOD	From: 03/09/2022	To:03/09/2027
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What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals:	How long should it take
Writing skills, Problem solving and dictions making skills, Responsibility of knowledge, Costumer services, Technology skills, Management skills	Working in relevant fields, Speaking with experienced people, Researching relevant information, Obtain a degree in business and management,	Courses, Videos, Books, Articles,	Not being consistent, Demotivation, Do not believe in myself, Family issues,	Five years

Short-term plan (3 -6 months)	
<u>Specific</u>	Writing skills is one of the first goals that I want to accomplish because is one of the fundamental in order to write emails and letters in a professional manner which will be essential for my career growth as assistant manager. One of my goals is to improve my management skills since it is a basic skill that will help me understand how to manage my time, studies, and work in order to achieve my future goals and learn how to work better.
<u>Measurable</u>	When I will see myself writing with more confidence without keep checking grammar mistakes, I will understand that I gained the wiring skills that I needed When I will see that I will be able to manage better my time, work and studies I will understand that I gained the management skill that I needed
<u>Agreed</u>	To improve my writing skills, I will spend twenty minutes every day practising how to write professionally. To improve my management skills, I will make a timetable of the things I must complete each day and learn new management approaches.
<u>Realistic</u>	These two first goals are really important in order to progress In my career and achieve my future goals because are two fundamental skills in order to become an effective assistant manager.
<u>Time-Bound</u>	07/03/2023

Medium-term plan (1-2 years)	
<u>Specific</u>	The second of my goals is to improve my problem-solving and decision-making skills since it will help me develop skills and knowledge in order to solve problems and make better decisions in my future career as an assistant manager.
<u>Measurable</u>	I will understand when I am a better decision making when I will see myself taking better decisions and solving everyday personal problems
<u>Agreed</u>	To achieve problem solving and decision-making skill. I will learn different ways of taking a decision in order to understand which one work better for me.
<u>Realistic</u>	The time and the hard work will be worth in order to achieve this goal because it will help my personal life as well as my career development
<u>Time-Bound</u>	07/03/2025

Long-term plan (2-5 years)	
<u>Specific</u>	Technology skills is the last goal that I want to achieve because it is essential in my career progression as assistant manager Customer services is last goal that I want to achieve because it will be essential in career development as assistant manager
<u>Measurable</u>	I will know that I achieve my technology skills when will understand how particular kind of technology works and its components such as Automated Inventory Control Platforms and automated Picking Tools. I will know that I achieved my customer skills when I will receive positive feedback from them
<u>Agreed</u>	To improve my technological abilities, I will try to research relevant technologies that I will be working with and understand how it works. to increase my customers' skills I will do research on how customers want to be treated in order to understand how I can discover solutions to provide the greatest services possible.
<u>Realistic</u>	These two goals are the hardest to achieve but they will be well worth because they will greatly benefit my career as an assistant manager.
<u>Time-Bound</u>	03/03/2027

Conclusion

Using the Gibbs reflective cycle has assisted me in reflecting on the positives and negatives of an event and developing an action plan to avoid making the same mistakes in the future. Understanding my strengths and areas for future development assists me in understanding what I need to do to become an assistant manager. Creating an effective self-development plan assists me in tracking the actions that I need to perform in order to accomplish the goals that I need to become an assistant manager, as well as the time that I need to spend accomplishing so.

References

The University of Edinburgh (2020). *Gibbs' Reflective Cycle*. The University of Edinburgh. Available at: <https://www.ed.ac.uk/reflection/reflectors-toolkit/reflecting-on-experience/gibbs-reflective-cycle>.

www.zippia.com. (2020). *Top 15 Co-Assistant Manager Skills*. Available at: <https://www.zippia.com/co-assistant-manager-jobs/skills/>

Chron.com. (2013). *The Top 5 Qualities an Assistant Manager Needs*. Available at: <https://work.chron.com/top-5-qualities-assistant-manager-needs-16554.html>.

Indeed, Career Guide. (2021). *Assistant Manager Skills: Definition and Examples*. Available at: <https://www.indeed.com/career-advice/finding-a-job/assistant-manager-skills>.

APENDIX

Role play job interview (week 10) Assistant general manager questions.

Tell me about yourself?

How would you prioritize your tasks as assistant manager?

What qualities are necessary for an assistant manager to be effective?

how would you approach a stressful situation?

How would you support an employee in improving their performance?

Is this organization providing opportunities for employees to progress within the company?

Interview Feedback Form						Date: 21/08/2022
INTERVIEWEE: Alexandru Iulian rotariu		INTERVIEWER: Doha Laghlami				
SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor						
	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	The role play was done face to face. The interviewee arrived early, and she dressed well for the interview. Good eye contacts all through. Good posture all through. She displayed confidence all through.
Maintained eye contact	☐	☒	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☒	☐	☐	☐	☐	
Displayed confidence	☒	☐	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	Well composed in a professional manner. She gave the interviewee enough time to respond to the questions. The questions were well constructed and meaningful which related to the job role. You need to improve in your posture to make you look more professional. You have good knowledge of the role and the company. Good question on career progression well done. You have spoken loud and clear. Try to improve on time management. You have acted in a professional way throughout the interview session. Overall, it was a successful interview.
Aligned answers with the needs of the company	☐	☒	☐	☐	☐	
Demonstrated skills with examples	☒	☐	☐	☐	☐	
Acted in a polite manner	☒	☐	☐	☐	☐	
Answered questions in full and in a timely manner	☒	☐	☐	☐	☐	
Understood the position	☒	☐	☐	☐	☐	
Displayed enthusiasm	☒	☐	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☒	☐	☐	☐	
Referenced specific items on CV	☐	☒	☐	☐	☐	
Emphasised qualifications	☐	☒	☐	☐	☐	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☒	☐	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☒	☐	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE 73 %						
FAEDU 21/08/2022						

Job application form

Application for assistant general manger

Your details

Name: Alexandru Iulian Rotariu

Education and training

Please give details:

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Qualifications

Please give details:

Certificate in higher education skills for the woks place level 4 Business and management degree

Employment history

Your current or most recent employer

Name of employer: Superdrug

Job title: warehouse operatives

Length of time with employer:

Reason for leaving I wanted to upgrade my carrere

Duties:

Picking , packing and damage repart (working with damaged packages and repair them)

Previous employers

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

Assistant kitchen.

Team working
time management
Communication flow
Working carefully

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 position since my past work experiences had taught me how to work with others and achieve our objectives as part of a team. My experience as a Warehouse operator has helped me learn how warehouse operations function and how to work efficiently as a team and as an individual. The last reason is that I obtained two qualifications that have assisted me in developing abilities and knowledge in areas such as marketing, operations, accounting, management, and teamwork

Right to work in the UK

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

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: Alexandru Iulian Rotariu

Signature: Alexandru Iulian Rotariu

Date: 21/08/2022