

LCHS4009 Component 2 Professional Development Farah Islam

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Task 1

I'm going to talk about how I'm going to prepare to apply for a job in support working, get ready for the interview, and create a personal development plan. First, I'll focus on researching the role and understanding what skills and qualities are needed, so I can tailor my application and show why I'm a good fit. Then, I'll practice answering common interview questions to feel confident and ready to explain my experience and motivation. After that, I'll create a personal development plan to set clear goals for improving my skills and knowledge in support work. This plan will help me stay focused on growing both personally and professionally, making sure I'm always improving in my career. By preparing carefully for each step, I'll increase my chances of getting the job and succeeding in the role.

To be a good support worker, you need some important skills. First, communication is key because you have to understand and talk clearly with the people you're helping and their families. You also need patience since some people might take longer to do things or need extra care. Being empathetic is important too, so you can really understand how someone feels and support them in the right way. Problem-solving skills help when things don't go as planned, and you need to find quick solutions. Also, being reliable and responsible is a must because people depend on you for their care and safety. I meet these requirements because I'm a good listener and can communicate well with different kinds of people. I'm patient and calm, even when situations get tough, which helps me support others without getting frustrated. I care about people's feelings and always try to be understanding, so they feel safe and respected. When problems come up, I think carefully and find ways to fix them quickly. Plus, I'm dependable and always show up on time, making sure I do my job properly. These skills make me confident that I can be a strong support worker and help people in the best way possible.

One skill gap I've noticed is my limited experience with certain medical tasks that some support workers need to do, like administering medication or understanding basic health care procedures. Also, I sometimes find it challenging to manage stressful situations calmly when multiple things happen at once. These areas are important for providing safe and effective support, so I want to improve on them.

To address these gaps, I plan to take specific steps. First, I will look for training courses or workshops that focus on basic healthcare skills, such as medication administration and first aid. Many local colleges and online platforms offer these, so I'll research and enrol in one soon. This will help me gain the knowledge and confidence needed to handle medical tasks properly.

Second, to improve my stress management, I will practice mindfulness and relaxation techniques, like deep breathing and meditation, which are proven to help people stay calm under pressure (Smith, 2020). I'll also try to get more experience in busy environments, maybe through volunteering, to build my confidence in handling multiple tasks calmly. I will ask for feedback from supervisors or experienced support workers regularly to understand how I'm doing and what else I can improve. Setting personal goals every month will help me track my progress and stay motivated. By following this plan, I'm confident I can close these skill gaps and become a better support worker.

Here are three possible interview questions for a support worker role and how you could respond:

1. "How do you handle challenging behaviour from clients?"

You could say: "I stay calm and patient, trying to understand the reason behind the behaviour. I use clear communication and try to de-escalate the situation by listening and offering support. According to Johnson (2019), understanding triggers helps reduce challenging behaviour effectively."

2. "Why do you want to be a support worker?"

A good response is: "I want to make a positive difference in people's lives by helping them with daily tasks and providing emotional support. I find it rewarding to see people gain independence and confidence. Research shows that empathy and dedication are key traits for success in this role (Brown, 2021)."

3. "How do you manage your time when supporting multiple clients?"

You could answer: "I prioritise tasks based on urgency and plan my day carefully while staying flexible for unexpected needs. Organising my time well helps me provide consistent support to everyone. Time management skills are essential in care roles to maintain quality (Taylor, 2020)."

Task 2

Critical thinking is an essential skill in the healthcare sector, playing a vital role in ensuring high-quality patient care, effective decision-making, and improved health outcomes. Healthcare professionals constantly face complex situations that require them to evaluate information, analyse evidence, and make informed decisions quickly and accurately. This report explores why critical thinking is needed in the healthcare sector, discussing its impact on patient safety, clinical reasoning, and professional development.

Firstly, critical thinking is crucial for patient safety. Healthcare workers often deal with life-or-death situations where errors can have serious consequences. By applying critical thinking skills, professionals can carefully assess symptoms, interpret diagnostic results, and consider various treatment options before making decisions. This process helps minimise mistakes and ensures that patients receive the most appropriate care. For example, nurses who critically evaluate medication orders are less likely to administer incorrect dosages, reducing the risk of adverse drug events (Facione, 2011).

Secondly, critical thinking supports clinical reasoning, which is the foundation of effective healthcare practice. Clinical reasoning involves gathering relevant information, analysing patient data, and developing a care plan tailored to the individual's needs. Critical thinking enables healthcare professionals to question assumptions, identify biases, and consider alternative explanations for symptoms. This analytical approach leads to more accurate diagnoses and better treatment strategies. According to Alfaro-LeFevre (2017), nurses who engage in critical thinking demonstrate improved problem-solving abilities and are better equipped to handle complex patient care situations.

Moreover, critical thinking promotes continuous professional development. The healthcare environment is constantly evolving with new research, technologies, and treatment protocols. Professionals who think critically are more likely to engage in lifelong learning, critically appraise new evidence, and adapt their practice accordingly. This adaptability is essential for maintaining competence and providing care based on the latest standards. Without critical thinking, healthcare workers may rely on outdated practices, which can compromise patient outcomes and professional credibility.

In addition, critical thinking enhances communication and teamwork within healthcare settings. Effective collaboration among multidisciplinary teams requires the ability to analyse information, consider different perspectives, and make consensus decisions. Critical thinkers can articulate their reasoning clearly, listen to others' viewpoints, and contribute

constructively to discussions. This collaborative approach improves care coordination and ensures that all aspects of a patient's condition are addressed comprehensively.

In conclusion, critical thinking is indispensable in the healthcare sector because it underpins patient safety, clinical reasoning, professional growth, and teamwork. Healthcare professionals who develop and apply critical thinking skills are better equipped to make sound decisions, provide high-quality care, and adapt to the dynamic nature of healthcare. Therefore, fostering critical thinking through education and training should be a priority for healthcare organisations aiming to improve patient outcomes and service quality.

Task 3

Self reflection

Experience: During my recent presentation assessment, I focused on delivering clear and well-organised content. The layout and decor of the presentation were clear and presentable, which helped in maintaining the audience's attention and making the information accessible. I made sure to follow the task description closely, ensuring that the structure and flow met the expected criteria. Throughout the presentation, I felt confident in my delivery and was able to communicate my points effectively.

Reflection: Although I believe I presented well and maintained confidence, I recognise from the feedback provided by my lecturer that I could have improved the depth of content, particularly regarding my dream job. My lecturer pointed out that I didn't dive deeply enough into this part of the brief and suggested that I needed to follow the actual task requirements more closely. This feedback made me realise that while my presentation was clear and visually appealing, the content itself lacked sufficient detail and personal insight in crucial areas. I felt somewhat satisfied with my performance but acknowledged that there was room for improvement in how thoroughly I explored and explained my dream job.

Action: Moving forward, I plan to enhance my presentations by adding more comprehensive details about key topics, especially those highlighted in the task brief. To avoid missing important elements, I will consider sharing a draft of my presentation with my lecturer before the final submission. This will allow me to receive early feedback and make necessary adjustments to better meet the criteria. Additionally, I will allocate more time to research and reflect on my dream job to provide a richer, more engaging explanation. By doing this, I hope to improve both the content quality and my overall performance in future presentations.

In summary, while my presentation was clear, confident, and well-structured, the feedback about needing more detailed content on my dream job has highlighted an important area for growth. Taking proactive steps such as seeking early feedback and deepening my content will help me deliver stronger presentations next time.

References

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