

Personal Reflection on the Role Play and Career
Development Plan

Mohamed Turay

I D – 2018268

Lecturer – Hossein Shokri

BMSW4005

Personal Career Development

Level 4 – Certificate in Higher Education:

Health and Social Care

October 2021

Contents

Introduction.....	3
Main body.....	4-6
Conclusion.....	7
References.....	8
Appendices A.....	9

Introduction

“Self-reflection entails asking yourself questions about your values, assessing your strengths and failures, thinking about your perceptions and interactions with others, and imagining where you want to take your life in the future.” – Robert L. Rosen

Self-reflection helps you look at your thoughts daily, developing an inner dialogue that influences how you view and interact with the world. It might also take time and effort; however, reflection is an imperative step in your growth and improvement as both an individual and an employee. (Indeed, 2021)

This report will explain why self-reflection and a career development plan are crucial for personal growth. It will also reveal my personal development plan, my future occupation, aspirations, and goals.

Main Body

The reason for role-playing is to enable someone to practice a skill or ability they wish to develop. Applying what you have learned in a simulated situation allows you to be more effective and comfortable in a real situation. Roleplay is a valuable and flexible learning tool and can help managers with their daily tasks and can also be useful in developing management proficiency. (Deb, 2020)

Before my role play, I took the following action plan to prepare and inform myself on what is required of me to deliver or act as both interviewee and interviewer:

1. I selected five questions (Appendix A) and did extensive research about the role for which I am applying and considered potential scenarios and challenges I may face in the role play.
2. Did research about the company. For example, when the company was established, which type of services they are offering, their customer service rating, the relationship between the company and employees, and most importantly how I see myself working in this company for personal development and helping them grow as well.
3. I knew I needed to review the job description to successfully participate in this role play for a clear understanding of how to approach and deliver on the task.
4. Practicing with my teammate was the biggest challenge I had. I tried several times to contact her but to no avail. She only replied to my messages a few days before the role play and she was still not available for any practice. After all the research and preparation, I realized that it would be difficult for me to deliver a proper roleplay without practicing. However, I managed to do some practice by myself a few hours before. The lack of practice negatively impacted my confidence, delivery, and overall performance. The most frustrating part was when she wrote a few minutes before our presentation that she will not be available for the role play. I was disappointed but did my best and completed my presentation. I did not have the opportunity to act as both the interviewer and the interviewee, which was unfair to me.

During the role-play, Mr. Hossein Shokri took the place of my teammate who disappeared a few minutes before our presentation. The interview took approximately 10 minutes. I was able to answer all my five questions plus follow-up questions. I think I did very well even though I had a few issues answering the follow-up questions because my preparation focuses mainly on my five questions. That is not to say that I did not prepare for those questions but just that you can never tell what questions you may be asked.

Feedback: Mr. Shokri in his remarks said, the five questions I selected were too easy and that I missed the opportunity to express myself more clearly, even though He told us to choose any five questions of our choice before the role-play. He also asked what I considered a perfect working environment? He wanted me to be more precise with my answer. However, he was impressed with the way I elaborated responding to the question of my leadership style. In my response, I told him that I wanted my leader style to be "Democratic and Consultative". Having respect for all employees and accommodating their ideas. To be consultative as well, that is, asking employees for feedback take their concerns very seriously. They can be more productive if they are part of decision-making.

Experience: Roleplay is one of the most effective methods for career development and prepares someone to take a leadership role. The experience was challenging, but the benefits are huge for my personal development. The biggest challenge I had was not having teammates to practice with as I said before. Talking in front of people is another obstacle I need to improve on because it is impossible without the confidence of talking in front of people. This is one area I need to work on and improve on my confidence level. I have come a long way and I have improved a lot considering the improvement I have made from my first presentation.

Benefits: Firstly, the roleplay has helped build my confidence level. I have learned some tricks on how to be confident while doing a presentation in front of people and can be useful for my day-to-day roles as a leader.

Secondly, I have also improved my listening skills. Good communication requires good listening skills. It is very important not only to understand the words that are spoken but also to pay attention to body language and eye contact. For your presentation to be more dynamic, you need a confident posture which helps you to be more relaxed while engaging with your audience.

Finally, Roleplay has also given me the experience required to handle difficult situations and improve my problem-solving skills. To be able to function as a leader, you need this opportunity to practice and learn how to sail through difficult situations. (John, 2014)

Personal Development Plan (Appendix B)

Benjamin Franklin once said, "If you fail to plan, you will plan to fail". To obtain success and happiness in your education, profession, and non-public life, you need to continually enhance your knowledge, skills, and experience. This is a continuous lifelong process. Personal development is helpful for you as a person and company and society. If you are making the most of your capabilities and skills, this will positively touch your existence and others around you. According to research, learning new abilities can enhance your intellectual wellbeing, as it offers you a feeling of purpose and boosts your confidence. A simple and fantastic way of keeping track of your personal development is by completing a personal development plan. If you don't have a plan, it is unlikely to achieve dreams or goals. (Michelle, 2021)

The **SMART** approach provides a way to measure growth and oversee your success. SMART is an acronym used to describe the technique of setting goals. It is nice to have a wish, but setting a goal requires you to plan and work towards achieving that goal. (Indeed, 2021)

I have been working in the security sector for the past four years, but my dream growing up was working and helping people. I have faced a lot of challenges and difficulties in the sector. Considering the risk that comes with it, I made the bold decision to follow my dream and took a proactive step and enrolled myself to study Certificate in Higher Education: Health and Social Care. I have got two more modules to complete this course after which I intend to pursue my bachelor's degree In Health and Social Care for the next two years. Pursuing my education journey was not an easy one. I could have finished my university education a long time ago, but due to lack of opportunity and financial support, I was unable to continue with my ambition to university education.

Coming to the United Kingdom was the biggest blessing I could get. Setting out my **SMART** goals is a guiding tool I am using to pursue my dream and achieve my goals.

I have made my goals **SPECIFIC**, that is, to study and attain a BSc in health and social care within 3 years. To ensure my goals are achieved, I enrolled and started a Certificate in Higher education in February last year and I am almost in completion. I have a clear idea and plans on how to go about achieving my goals. For example, I need to balance work, family commitments and pay greater attention to my education, Improve on time management. Most importantly, find employment in this field to gain the required experience for a leadership role in the future. I have realized that working outside of this profession will slow or deter my progress. Academic knowledge is very important, but practical knowledge is crucial too. I need to take that switch from security officer to social care employee to be able to smoothly achieve my goals.

To **MEASURE** how far I have come in this journey comes with both challenges and progress. Started this course with limited knowledge which was not a surprise to me because I stayed out of school for a very long time. However, I have been making steady progress so far. I have passed all moodles to date and hoping to pass the rest by the end of my last two assessment submissions. With sleepless nights, effective time management, hard work, and balancing between work and study have helped me to the gains I have made. I am aware of the setbacks or challenges I may face while pursuing this dream. I will not let any setbacks or disappointment deter my determination to succeed. Inspiration and self-belief are pivotal. (Stella, 2021)

For my goals to be **Attainable**, I need to keep my eye on the ball, that is, staying focussed, continuing to show the same commitment or more to be able to ensure that my goals are met within the stipulated time frame. With the progress I have made so far, I think I am on the track to achieving my BSc by 2024.

I have chosen this course because of its **Relevance** to me. Working with and helping people is not just looking for job opportunities, but I am passionate about it. It is more satisfying to me, to help them physically and emotionally. In the world we are living today, people are mostly focused on selfish gains than what matters the most. If we could all show some form of care for each other, the world could be a better place. This career path gives me the opportunity to make positive differences to people and communities who are vulnerable in society. Health and social care is a selfless career. The feeling you get after putting a smile on someone's face is incredible. (Bolton.ac.UK, 2020)

To realize or achieve my goals, my approach needs to be **Time-based** and to set a realistic ambitious end-date. That is why I am prioritizing and motivating myself. There is no turning back, I will be giving my heart, soul and ensuring that within the next two years to proudly call myself a graduate. My end goal is to be a manager at a recognized care home, where I will be responsible for the administration and daily running of the home. The skills and knowledge I have acquired in this course, will not only prepare me for the managerial role but also enable me with the required qualification and practical knowledge through placement, voluntary or part-time work.

Conclusion

Personal development planning is important for building academic and employability skills. Reflection and self-evaluation, allows me to identify my strengths and weaknesses, make provision for self-development and improvement. I should go out of my comfort zone and get involved in decision-making processes to prepare myself for employment opportunities. Career development in school and at work gives you the necessary skills needed for your personal development. When reflecting on the areas I need to improve on, brings me to the realization that job experience particularly in the field of study is very crucial for achieving personal goals. The lack of job experience could be an obstacle to landing a dream job. Active participation in research, volunteer work, placement can be very useful and can boost your confidence and enhance your skills

References

- Bolton.ac.UK (2020) *Health and Social Care degree benefit you and the lives of others* <https://www.bolton.ac.uk/blogs/health-and-social-care-degrees-benefit-you-and-the-lives-of-others/>
- Buelow J. (2014) *3 Benefits Making Role-play Part of Training* <https://trainingmag.com/3-benefits-of-making-role-play-part-of-training/> (Accessed 25 December 2021)
- Cohen D. (2020) *The Art of Role-Playing in Developing Management Proficiency* <https://www.shrm.org/ResourcesAndTools/hr-topics/people-managers/Pages/book-excerpt-from-people-managers.aspx> (Accessed 26 December 2021)
- Cottrel S. (2021) *Skills for Success: Personal Development and Employability*, 4th edn. London: Red Globe Press.
- Indeed (2021) *How To Write Smart Goals (With Example)* <https://www.indeed.com/career-advice/career-development/how-to-write-smart-goals> (Accessed 27 December 2021)
- Indeed (2021) *The importance of self-reflection and 17 guiding questions* (Accessed 22 December 2021) <https://www.indeed.com/career-advice/career-development/reflection-questions>
- Putter M. (2021) *What is a personal development plan* <https://cpdonline.co.uk/knowledge-base/business/what-are-personal-development-plans/> (Accessed 27 December 2021)

Appendices

- A
1. Tell me about yourself?
 2. What do you know about our company
 3. Why should we hire you?
 4. What is your management style?
 5. How much do you expect if we offer you this job?