

PROFESSIONAL AND CAREER DEVELOPMENT

MODULE: BMSW_4005

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PORTOFOLIO OF WORK

Content Page

Page 1	Cover Page
Page 2	Content Page
Page 3	Introduction
Page 4	SWOT Analysis + PDP
Page 5 + 6	The Skills needed to be an effective Manager in HealthCare
Page 7	What have I learned in this module? + <i>Personality Test</i>
Page 8	<i>Mock Interview</i>
Page 9	Conclusion
Page 10,11,12.....	Appendix Page
Page 13,14.....	Reference

Introduction

This portfolio contains my personal development plan (PDF) including a SWOT analysis. What is a personal development plan? It is when objectives are set, and things are planned in a sensible and observant manner - this sort of plan usually includes evidence to show that knowledge and skills have been achieved. What is a SWOT analysis? This is a basic analysis of your personal strengths, weaknesses, opportunities, and threats as the current position that you are applying for in a particular time and potential.

Swot Analysis

STRENGTHS - Communication skills, I have been told by past colleagues that I have great communication skills. - Leadership skills, I have done a personality test and I have been told that I have great leadership skills when it comes to me working within a team. - I have the ability to pick up new skills quickly, I have to hear and see the knowledge to remember it correctly and learn it.	WEAKNESSES - Poor Time Management Skills, I end up starting a project and never finishing it due to other things getting in the way. - Cannot focus well on independent work, when it comes to doing challenging tasks by myself I often find myself struggling. - Ineffective written communication skills, my social communication skills are better than writing.
OPPORTUNITIES - Opportunity to get promoted - The workplace in which I'm going to work in will need people with a lot of knowledge about medical care. - New Workplaces are being made.	THREATS - Competition coming from other people with the same knowledge as me. - Some people might have more experience than me, which will increase their chances of them being accepted. - A possibility of decreasing my advantages

Personality Development Plane (PDL)

Poor Time Management Skills; I will improve my time management skills by buying and using a personal planner to note down the important things I have to do on a daily basis, I will also be organizing my tasks in the planner so I can finish things before the deadline plus while doing other projects in other modules. Balancing them equally. I will know that I have been improving my time management skills when I acknowledge how many hours I spend on each task that I do and when I am not worried that I am not going to reach the deadline.

Cannot focus well on independent work; I will improve this by trying to solve things using the techniques I have learned in class – and actually applying them in those situations. I will know that I have been improving this skill when I can accomplish more tasks on my own by not asking others for support and when I concentrate more by using the notes I took.

The Skills needed to be an effective Manager in HealthCare

1. *Communication skills*; A great manager within the healthcare field needs to be able to socialize and communicate with the patients, workers, colleagues, etc. They have to be a good communicator in order to lead a group of people in general or within the workplace – this creates better relationships with the people around you and a better working environment as it creates an open and safe space to everybody within the workplace. If they are good at exchanging ideas and knowledge in their field then they are able to co-operate with other companies and departments and increase their own reputation and self-moral. Good communication also improves the quality of care provided to patients, which is observed in the results. Additionally, it is considered an inalienable right and a prerequisite for building a genuine and meaningful relationship between patients and nurses and other health professionals (30).

Communication between health officials – in this case managers and nurses are a process that begins with the first contact of the two and lasts as long as the therapeutic relationship. The manager who wants to create the right relationship with the nurse, must win him/her from the first moment. This will happen if the conversation is held in appropriate conditions. Even though it seems obvious, it should be noted that courtesy and kindness on part of the nurse is required (4,17).

2. *Problem Solving skills*; This is a must when it comes to manager skills, if they cannot cope with solving problems no matter the complexity then they are not defined for the role. This is needed, especially if they are in a situation where they are under pressure and have to find a solution quickly and efficiently, those who use/have problem solving skills always see a problem as an opportunity to improve something within them as a person or if its company related. Nurse managers need to have effective problem-solving and management skills to be able to decrease the cost of the health care and to increase the quality of care (Fusun Terzioğlu,1993)

3. *Teamwork skills*; another skill that is very effective with being a manager within the health care field is being able to work with other people that you don't know, making a great relationship with them as well as helping each other as much as possible to create bonds of trust and happiness in between the both of you. This skill connects with communication skill because that is also needed in order to give directions to a member of the group that you are working or collaborating with – you wouldn't be able to give out instructions if people don't understand what you are talking about. Managers must create a positive environment even when they are confronted with ever-changing priorities. They must especially consider time pressure of their staff when designing their schedules. Workload should relate to a realistic assessment of individuals nurses' capabilities and resources. Adequate staff can help in keeping nurses' assignments realistic to sufficiently manage workloads (Waterworth 2003). Managers should initiate multiple tactics and strategies to provide substantial support for the nurses to deal with the stresses that are at hand. Numerous studies have considered time pressure and work overload as major contributors to work stress among healthcare professionals. A burdensome workload intensifies job tension and reduces job satisfaction which, in turn, increases the probability of turnover. Although, (Efron 2014), poor leadership is the main reasons for staff to leave and notes that staff quit the leader, not the organization.

4. *Positive Attitude*; this skill is more efficient for the workplace's environment more than the actual role; however, I personally think this skill is needed to become an effective manager in the healthcare field because positive energy is massively needed around you and others, complimenting/praising your workers for the tasks they have done and the amount of effort they have put in it will increase their

motivation and moral. This will also make them carry out the same energy towards patients. In addition, it reduces stress level, boosts productivity, improves problem-solving, supports skill acquisition, helps make decision-making quicker, enables you to seize opportunities and helps you as a manager manage feedback and conflict between the workers.

5. Time Management; In order to be an efficient and good manager overall you have to organize yourself. You might make yourself a note of your tasks and deadlines, what you need to do to improve the environmental workplace or even other deadlines that your staff have to apply to. All of these things have to be done in a certain period of time, so as a manager knowing when things will start, and end is a massive plus to the overall company – it improves the quality of everyone’s work if things are settled and taken care of how they should be, it reduces stress for everyone, as a manager it improves your self-discipline, decision-making abilities and it stops you from missing opportunities. As it has been said in the past, the better the manager performs, the better the organization will do as well (*Bakker and Demerouti,2007*).

What have I learned in this module

Personality Test:

In this module a part that I have learned about me is my personality and the knowledge that I know and how I get that information in my head, I wanted to return to this subject because I have never ever taken a personality test before, and I was thrilled to find out my weaknesses and strengths all together in front of me. We were made to do an online personality test, and I got asked questions that I have honestly never thought of before and were quite challenging to think of actually. I am sure other students have completed it and have got a different answer than me because everyone has got a very different mindset, personalities, and characteristics within them. From the personality test my results were “The Protagonist”, with my traits being determined by how I would interact with the environment around me. My results were the following;

Mind: *Extraverted 63% - 37% Introverted*

Energy: *Intuitive 62% - 38% Observant*

Nature: *Thinking 33% - 67% Feeling*

Tactics: *Judging 76% - 24% Prospecting*

Identity: *Assertive 85% - 15% Turbulent*

I was quite shocked by the results as I did think I knew myself better than I thought, I did not expect to get the results at the top. At that time, I felt like the results were going to be the same ones in my head, but now as I think and go over it I do indeed see where it is coming from – my reaction now is much more different than when I first witnessed the figures. I did notice my characteristics and personality change as I actually took in the results, I have tried talking more to people I do not know, and I also tried going out where there are indeed a lot of more people plus strangers so I could increase my extroverted side and observant side as well. I did feel troubled at first when I tried to improve my own self because I was not used to it at all, doing things I do not like is one of the few things I enjoy doing the most – but quickly later I realized I was fluently and easily talking to others around me more quickly than ever.

If I chose to ignore the results I have got from the personality test and do nothing about it I think I would definitely have become a more “private” and “personal” person, basically not wanting to open up to anyone to matter what – and just thinking about that makes me so miserable because now of course I am not that type of person. In addition, I think the first thing I should tackle and understand more is how I take in information to make it easier for me to remember things in general or when I need them, if I put my mind into practice and figured out a way to help my brain remember more then it would make my life a lot more easier.

Interview:

During my other part of my module, I have learned and done a mock interview on some information about the job I would like to do in the future. I thought of returning back at this as it is a very important thing and topic that will help me in the future with my career and job in general. While I was in the interview I felt very nervous as it was my second time ever doing one and I still was not used to the basic things, of course I tried my best and I ended up with a score of 66% out of 100%. On my first impression section everything I did was very good mostly including the way I presented myself and what I wore for the interview. On the second section, verbal behaviors, I mostly did good – I might have not used enough information or might have not focused more on my strengths; avoided weaknesses. But I did indeed speak clearly and at a reasonable volume, along with avoiding use of filler or empty words or slang. I have been practicing more since then because I want to improve my mistakes and increase my chances of succeeding of getting that job in the future. During the interview I did feel more troubled than usual because I thought I lacked the information that I needed for it, I have practiced before the actual thing however I still felt like something was wrong and that I have not gone over something.

I think the first aspects of this is the way I communicate and look overall for the interviewer; I will tackle my communication skills as they are one of my strengths and I wish to improve them at the best possible limit so I can do better in my interview next time, I also will tackle the information that I will give and say – maybe think more inside the box and practice them more often so it can be a natural thing. In order for me to improve furthermore I have seen two videos of two different types of interviews, a good one and a very bad one, with this being said I have seen that in the bad interview the guy showed no interest at all and was very ignorant as well as arrogant – he was not dressed properly, did not try to give a good/proper answer, he thought that he was the best of all and he lied about being able to speak another language in his CV. Meanwhile on the good interview video the girl was dressed appropriately and answered the questions with a lot of details just enough to convince the interviewers to hire her, her pose and facial expressions were neutral, and she showed much interest in the company and gave multiple reasons of why she would like to be hired and why she is the one best for the job. From that I have learned more things and have been able to put them into practice so next time I will have no problem If it comes to another interview.

Conclusion

This module has helped me become more employable by increasing my knowledge on the different topics that I have learned over the course. I have improved my time management skills a lot more because I have my own daily planner that helps me keep track of my tasks, furthermore I have more spare time to reflect on myself as a person and develop my other skills, such as communication skills, problem solving, planning, self-development and teamworking skills. It has helped me study more and create a lot of free time for me to do more stuff that I enjoy.

What's Your Learning Style? The Results

Your Scores:

[▶ Printer Friendly Version](#)

- Auditory: 50%
- Visual: 25%
- Tactile: 25%

You are an **Auditory** learner! Check out the information below, or [view all of the learning styles](#).

Auditory

If you are an auditory learner, you learn by hearing and listening. You understand and remember things you have heard. You store information by the way it sounds, and you have an easier time understanding spoken instructions than written ones. You often learn by reading out loud because you have to hear it or speak it in order to know it.

As an auditory learner, you probably hum or talk to yourself or others if you become bored. People may think you are not paying attention, even though you may be hearing and understanding everything being said.

Here are some things that auditory learners like you can do to learn better.

- Sit where you can hear.
- Have your hearing checked on a regular basis.
- Use flashcards to learn new words; read them out loud.
- Read stories, assignments, or directions out loud.
- Record yourself spelling words and then listen to the recording.
- Have test questions read to you out loud.
- Study new material by reading it out loud.

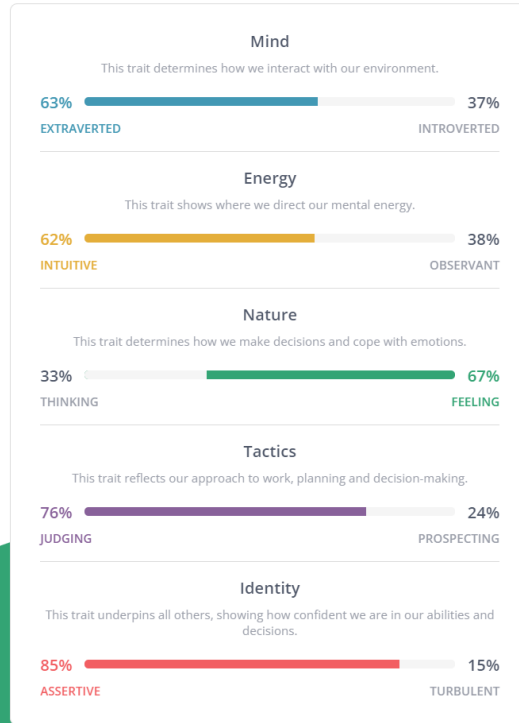
Remember that you need to **hear** things, not just see things, in order to learn well.

Learning Style

Your personality type is:

Protagonist

ENFJ-A



Personality Test

Interview Feedback:

Nicoleta Georgeta Potocnea **Mock Interview Grading Rubric**

Date: _____

STUDENT: _____ **INTERVIEWER:** Dr. Besty Jose

SCORE: 5=Excellent, 4=Very Good, 3=Good/Average, 2=Poor, 1=Very Poor

	5	4	3	2	1	Comments
FIRST IMPRESSION						
Showed up on time	☒	☐	☐	☐	☐	You have demonstrated a good first impression. Your cover letter was good but CV needs improvement. It was cluttered with information.
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	
Had resume/ references and offered professional copies	☐	☐	☐	☒	☐	
Greeted and maintained eye contact	☐	☒	☐	☐	☐	
Dressed appropriately	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)/Hand and facial movements were natural	☐	☒	☐	☐	☐	
VERBAL BEHAVIORS						
Demonstrated knowledge about the company	☐	☐	☒	☐	☐	You have some good answers with some examples. Please try to use the STAR approach more effectively when answering. Try to reference more points from your CV against JD skills to convince the interviewer that you are the best candidate.
Answered questions completely, yet briefly	☐	☐	☒	☐	☐	
Utilized STAR/BAR format for Behavioral Questions	☐	☐	☒	☐	☐	
Understood company needs/Emphasized qualifications	☐	☐	☒	☐	☐	
Understood position/Pointed out work related skills	☐	☐	☒	☐	☐	
Displayed enthusiasm	☐	☐	☒	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Acted in a polite manner	☐	☐	☒	☐	☐	
Referenced specific items on resume	☐	☐	☒	☐	☐	
Responded to questions promptly, but not hurriedly	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☐	☒	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Avoided use of filler/empty words, slang, etc.	☐	☒	☐	☐	☐	
OVERALL PREPARATION						
	☐	☐	☒	☐	☐	INTERVIEWER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF INTERVIEW.
POINTS AVAILABLE 100 POINTS EARNED 98% 66 GRADE 10/15						

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