

Assignment Title: Professional Career Development
Report
and Role Play

Name: Roxana maria mazarache

Student Number: 1913879

Module Code and Title: BMSW4005 Professional Career Development

Lecturer's Name: Nadeem mirza

University of Wales St trinity campus, CERT level 4

Table of Contents

Introduction	2
Discussion	2
Career Development Planning	2
Understanding of Personal Skills and Strength	2
Readiness for Employment	4
Employment Goals	4
Recruitment and Selection	4
Areas for Further Development	6
Personal Action Plan	6
Conclusion	7
Reference List	8

Introduction

The use of reflective practice is incrementally beneficial for a researcher and a student alike because it enables in relying on experiences to acquire learning potential (Mynard et al., 2018). The ability to indulge in reflective practice also assures that an individual is successfully self-aware and is incredibly conscious about its practice and expectations. With the help of reflective practice by using several relevant theories and models, a learner successfully identifies their skills and the areas that require improvement. The discussion provided below would focus on the experience that I have acquired while participating in the role play and how that would contribute towards my career graph distinctly.

Discussion

Career Development Planning

A proper career development plan consists of both short term and long term goals that are formulated by employees or learners to specify their future jobs (Gee et al., 2019). The career development plan has to be formed based on the experiences gained by the candidate in the past and the skills that it wants to establish for future at the same time. Despite the use of career development plans being optional it helps learners gain clarity about their potential and expectations while working in an organisation. I have applied for the role of Area Manager and hoped to secure a position based on my past experiences. If I secure this position in the organisation, then I would like to achieve further while continuing to work in the retail industry. The following are my short-term goals:

- Ensure the application of TQM philosophy because it ensures that the quality of products and services offered to the customers remain consistent.
- Remain in the company for not more than two years and try to participate in the internal recruitment process if initiated by the organisation.
- Develop the soft skills witnessed among managers and senior officials of the organisation to improvise myself.

The long-term goals I set for myself are as follows:

- Focus on development of hard skills that are required for securing a position in a senior management.
- Continuing to strategize customer relationship management for the organisation.
- Indulge in a continuous learning process that would enable in improvising current skills and behaviour for future performance

Understanding of Personal Skills and Strength

In the due process I have found some of the notable skills in me as the following:

- Customer Interaction Skills
- Achieving Sales Targets
- Research Skills

All of the three skills mentioned have aided me in my previous place of employment and I believe it would continue to do so in future as well. The use of customer interaction skills has allowed me to communicate with the customers freely, answer their queries and understand their need. Oghenekaro (2018), mentions that the ability to maintain good communication skills is often a prominent way of persuading the customers into making purchases from the company. It is the same interaction skills that has enabled me to achieve sales target in the past and at times even exceed the expectations. My research skills have enabled me to keep myself and other updated about the development, innovation and changes emerging in the market. I often analyse if the implementation of the emerging changes would benefit the organisation I work for and accordingly I recommend the same to my superiors.

The use of personal SWOT analysis would enable me to identify the strengths and weaknesses that I have. The identification would enable me to improvise myself and work accordingly in future for my resume.

Strengths	Weaknesses
• I have good communication skills. • I can maintain good relationship with the customers • I am eager to improve myself in case of any problematic situation • I have good market research skills and can easily adapt to changes	• I am a very introvert individual which prevents me from establishing a good relationship with the senior management. • My hard skills are not sufficient enough to land me a job in the technical field of an organisation.
Opportunities	Threats
• My desire for continuous improvement would permit me to improvise my skills • My elaborate soft skills would be sufficient in acquiring a definitive position in the organisation and maintain a good relationship with customers.	• The lack of hard skills might prevent me from securing a promotion in future • The introvert nature of mine would also pose as a challenge while securing social networking with the senior officials of an organisation.

Table 1: Personal SWOT Analysis

(Source: Created by the Learner)

Readiness for Employment

The concept of employment readiness essentially means that an individual has all the necessary skills and capabilities that makes them a desirable candidate for an organisation (Nasution et al., 2018). I believe that I am ready to be employed in the position of area management mainly because of my leadership skills. I have the experience of working at multiple retail stores and the continuation has improved my skills. Some of the notable skills that makes me ready for the employment opportunity comprises of communication, positive attitude, cooperation, customer handling, decision-making and more. All of these skills had allowed me to secure the attention of the customers and exceed sales expectations for an individual deliberately. Thus, I am confident that I am ready for the employment opportunity and achieve the goals.

Employment Goals

The formation of employment goals is essential for me because it highlights my expectations from the job I applied for and how it would permit me to improve my skills. The following are the goals that I intend to achieve after I have been employed:

- I intend to showcase my leadership skills that would allow me to focus on better team management and guide the individuals working under me.
- I intend to improvise on my active listening skills to understand the customers and the senior management in a much proficient manner because aligning customer expectations with organisational goals is one of the key perspective that is to be achieved.
- I also want to continue enhancing my industry experience because it would enable me to secure better opportunities in future which would be important for my professional progress.

Recruitment and Selection

While being a part of the interview process, I realised that the interviewer asked interesting questions that were related to both my hard and soft skills, and the roles of a manager in the organisation. The use of Gibb's reflective cycle would be beneficial for me to recall the experience and emphasise on the learning opportunities. The use of Gibbs Reflective Cycle is beneficial because it explores the experience of an individual with the help of several stages and by focusing on both the good and bad parts of the experience (Sekarwinahyu et al., 2019). The six stages of the cycle and my experience has been detailed below:

Description

I applied for the role of area manager in an organisation and I was chosen for the interview process. The interviewer asked me only five questions and I expected that there would be more questions concerning my involvement with different companies in the past. However, from the questions I seemed that the interviewer was interested in my leadership skills and was inclined towards hiring in a concrete position that allows me to guide other individuals as well.

Feelings

I was feeling anxious and extremely nervous because I have never applied for a leadership position in the past. I viewed this as an exciting opportunity for me to improve my skills and potential in the retail industry. The questions of the interviewer also made me nervous because she asked me about the difficulties I had endured in the past. However, the most challenging aspect was being asked about conflict management because I have minimal experience in that area.

Evaluation

The good part about the experience was that the interviewer was keen on knowing about my potential. I was constantly asked about my experience as a team leader and my professional experience in the past. However, the bad part about the experience was not being asked my employment expectations from the company. While applying for the job I hoped that I'd be asked about my financial and promotional expectations, instead the interviewer focused on organisational goals.

Analysis

I assumed from the interview process that the senior management of the company might not be inclined towards employee retention. Also, the company was rather concerned with its daily target being achieved without considering betterment for the employees. Employee retention is a crucial factor for any organisation because it enhances productivity which in return increases the chances of profitability via sales (Azeez, 2017). Thus, I was left a little disappointed from the process.

Conclusion

I could have asked the interviewer myself about the employer and employee expectations but instead I was shunned mostly from asking questions. This gave me a negative idea about the experiences that I might end up gaining from the company in future. I still tried my

best to describe my experience as team leader and how I would succeed in their organisation if I was hired for the role. Since the interviewer did not initiate any communication themselves, I could have done so to more prominently about the functionality of the organisation and how the management handles the employees.

Action Plan

If such problems arose again then I would ensure that I question the interviewer and communicate without any hesitation. I would make my expectations visible to the interviewer because it would be beneficial for my professional and personal development. The initiative from my side would prevent the occurrence of such incidents repeatedly while I am attending an interview.

Areas for Further Development

I have identified my areas of further development with the help of personal SWOT analysis and I am confident that it would assist me prominently in achieving my goals. The following areas require further development for better opportunities in future:

- I want to improve my hard skills by receiving training about software usage and their importance in my professional sphere.
- I want to enhance my communication skills while interacting with the senior management of the company because that would cause sufficient confidence in me for fulfilling my employee expectations from the organisation.
- I intend to focus on my team working skills because despite me being able to lead the team members successfully, working with individuals who do not share same thoughts and motives with me is still a struggle.

Since I believe in the concept of continuous learning and development for employees, I think I can easily overcome the challenges that I am witnessing in the current scenario and succeed in my professional sphere.

Personal Action Plan

The use of a personal action plan is beneficial for a student and an employee alike because it enables in tracking their own growth pace, certainty, possible obstacles and the efforts required to achieve the designated target (Shaheen and Hameed, 2020). I have designed the following personal action plan based on my areas of development.

Skills that Require Improvement	Action Steps	Start Date	End Date	Importance in the Industry

Improving Hard Skills	I would seek training from professionals and educational institutions.	13/04/2021	13/08/2021	It would increase my specialisation in handling technological advancements.
Enhancing Communication Skills	I would conduct role plays with me colleagues and peers to improvise myself.	15/04/2021	16/09/2021	I would succeed in interacting with the senior management without any reluctance.
Team work Skills	I would immerse myself in group projects to gain more experience.	18/05/2021	23/10/2021	I would succeed in bonding with my team members and achieve project objectives.

Table 2: Personal Action Plan

(Source: Created by the Learner)

Conclusion

This reflective report permitted me to focus on my experience with the use of proper models. I succeeded in identifying my personal strengths and weaknesses. I am sure that I would be more prepared for interviews in future and would make my expectations more visible to the interviewers. This report allowed me to reflect on my actions and the things that could have been done differently while being a part of an interview process. I also identified my weaknesses and the strategies that are required to improvise them with the help of a personal action plan.

Reference List

- Azeez, S.A., 2017. Human resource management practices and employee retention: A review of literature. *Journal of Economics, Management and Trade*, pp.1-10.
- Gee, D., Schulte, M. and Matsumoto, R.R., 2019. An individual development plan for pharmacy students for career planning and tracking accreditation standards. *American journal of pharmaceutical education*, 83(6).
- Mynard, J., Kato, S. and Yamamoto, K., 2018. Reflective practice in advising: Introduction to the column. *Relay Journal*, 1(1), pp.55-64.
- Nasution, R.A., Rusnandi, L.S.L., Qodariah, E., Arnita, D. and Windasari, N.A., 2018. The evaluation of digital readiness concept: existing models and future directions. *The Asian Journal of Technology Management*, 11(2), pp.94-117.
- Oghenekaro, A.P., 2018. Deployment of Soft Skills for Effective Customer Service in the 21 st Century Library. *Journal of Computer and Communications*, 6(03), p.43.
- Sekarwinahyu, M., Rustaman, N.Y., Widodo, A. and Riandi, R., 2019, February. Development of problem based learning for online tutorial program in plant development using Gibbs' reflective cycle and e-portfolio to enhance reflective thinking skills. In *Journal of Physics: Conference Series* (Vol. 1157, No. 2, p. 022099). IOP Publishing.
- Shaheen, S. and Hameed, M., 2020. Personal Development Plan (PDP). *World Family Medicine*.