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# REFLECTIVE REPORT

## **PROFESSIONAL CAREER DEVELOPMENT BMSW4005**

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DATE: 03/09/2020

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## **Reflective Report**

### ***Introduction***

With role-plays along with other theoretical learning, I have been able to significantly develop my knowledge and skills. It has become evident to understand how working effectively is critical in organisations and how employees may work to contribute towards the overall performance of the firm. While various aspects have been learnt through the activity of role-playing one of the most imperative elements that have been identified is regarding effective communication and its essence in the organisation. Various other aspects have been learnt in the recent past and there are many areas which require considerable improvements.

### ***Skills and Knowledge for Effective Work***

Employees in any organisation are considered to be the most valuable asset and this human capital can directly impact the overall performance of the company. While employees have to make sure that they put in ample efforts into their work the organisation on the other hand also has to make sure adequate opportunities are presented to the individuals for them to optimise upon. Employees working at different management levels have varied duties and responsibilities to perform and so their training and development must also take place in accordance (Dong et al., 2017). Through the learning that has taken place over the last few weeks, I have been able to realise that there are certain skills and knowledge which contribute towards working effectively. In other words, there are some attributes related to employees that allow them to ensure high performance and efficiency. The effectiveness of employees is highly critical for the organisation as the more these individuals can perform in a better way the better would be the chances of them to benefit the company. If a firm does not have skilful or effective employees, it may never be able to attain operational efficiency and it could become daunting for the business to survive in the market.

Realising that businesses today are working in diverse cultures every individual in the company must be able to rightly understand the concerns of management and act accordingly. Other than this also, communication allows the business and its stakeholders to coordinate with each other daily and convey varied messages to different departments (Silla et al., 2017). It, therefore, has been understood that communication plays a highly significant role in smooth

operations of the firm and the organisation must put in efforts to attain and ensure better communication at all times. As it has been identified that this element may impact the performance of the company, the employees must be trained and provided the required information to improve their skills. This, in the long run, may allow the firm to attain a competitive edge.

The other skill according to me that is required for working effectively is flexibility and adaptability. The modern working environment is constantly evolving and it has become vital for the businesses today to change in accordance. The fact that the environment is changing on a rapid speed the firms must also adapt to the same efficiency in order to keep up with the trends and assure efficiency. If employees working in the company are flexible they may easily adapt to the changes taking place without adversely affecting the overall performance of the business. It could, therefore, be concluded that having flexibility skills could assist the firm in developing a better overall culture and lead towards retaining operational efficiency.

Organisations today are functioning in a highly complex environment and the human capital needs to deliver effective performance in such intricate situations. Decision-making skills could lead to directly impact the organisation and its success as a wrong decision, for instance, may mitigate the overall position of the company (Hanaysha, 2016). The decision making and problem-solving skills according to me are extremely critical and imperative for working effectively. The fact that competition is immensely high in almost every industry there is now lesser gaps for making mistakes. In the same manner, adequate decision making could allow a company to establish a competitive edge and a unique position in the market. In the same manner, having a good problem-solving approach is vital for a firm allowing it to ensure efficient performance levels. While this is more about the behaviour of individuals, it could provide benefits to the organisation in terms of time and cost-efficiency. Having a workforce that has a problem-solving approach may position the company differently among its competitors and the related advantages could be attained on the whole.

Leadership qualities allow an individual to mark a difference from the others as this makes the person eligible for attaining a good position in the company. With good leadership skills, the individual can lead a team and put the firm in the right direction (Che et al., 2019). These leadership skills are also considered to be extremely essential for individuals to work effectively in an organisation. A company, on the whole, may benefit from employees having

leadership qualities and have assistance in terms of effective strategic development. While leaders may not only develop and implement effective strategies they may also reduce the probable risks being faced by the business. Risk mitigation, therefore, is another benefit that could be linked with leadership and the business may be able to achieve adequate efficiency.

### ***Readiness for Employment***

Through the experiences and learning that I have gained, I believe that I now can put the learning at practical use and be ready for employment. While I understand that the practical implications of the gained knowledge may be different from the theoretical underpinnings the varied sort of activities that I have been performing has allowed me to establish a keen overall understanding regarding my work. I am highly motivated to step into the practical field and put the knowledge to use for the progress of both the company and myself. I also realise that some numerous concerns and weaknesses must be worked upon in order to attain maximum effectiveness which I aim to learn during the span of working in the organisation. I am highly motivated to use my skills in employment and provide as much as possible benefits to the patients. Working in the health industry I aim to not only work on career development and progress but also to ensure that the maximum amount of people could be given the advantages.

### ***Strengths and Areas of Improvement***

I believe that every individual must have the ability to conduct a self-assessment and identify the areas of strengths and weaknesses. This analysis makes the person aware of the areas which could be optimised upon along with realising the elements that could be improved for better results. I believe that my strengths are flexibility, teamwork and motivation towards work. On the other hand, some of my weaknesses are communication, patience and physical vitality. I have always believed that individuals must be flexible and adaptable towards new openings and current situations. Through remaining flexible it becomes easier to adjust in accordance with the environment and remain efficient while inculcating the change. This I believe is one of my strengths and could allow me to gain the associated benefits in the practical field. In several cases, the employees have been identified to be remaining dissatisfied with their jobs along with having lower motivation levels. The fact that they have lower flexibility they find it extremely difficult to adapt to the changes taking place and work accordingly.

One of my other strengths is the ability to work in teams and efficiently attain collective objectives. I have always believed in teamwork and its power to achieve difficult tasks by overcoming the barriers and difficulties collectively. Through working in teams I believe that I can keep the colleagues motivated and convinced to attain their objectives as well and establish an overall better performance. I consider this to be the strength of mine and this could provide advantages to not only me but the business too. Teamwork allows achieving goals that otherwise may become daunting at an individual level. Realising the importance and significance of teamwork I aim to deliver the performance results for the organisation that I would work for. Another strength that I believe I have is of high motivation for work. I am intrinsically motivated and have a passion for my field of work. While I believe in work-life balance equally I also am highly inclined towards putting in the best efforts for the employer. This may not only assist me in career progression but also result in being beneficial for the firm.

Consequently, the areas where further development is required have been identified to be communication, physical vitality and patience. While communication plays a vital role for an individual to progress I need to work upon the aspect of nervousness. I feel that sometimes I get nervous in big crowds and this is one of my weaknesses that need to be worked upon for even better performance outcomes. Another weakness that I have is related to having less patience at certain times. Working in the practical field and dealing with different sorts of individuals require patience and I sometimes lack in this regard. Even though I feel that I am patient as far as my work is concerned it still needs to be improved for enhanced outcomes. The third area of improvement is physical vitality which could again be directly associated with my work performance. Through enhancing my physical ability, I may be able to give better outcomes related to my work and show more endurance as far as physical vitality is concerned.

### ***Employment Goals***

As discussed before, I have a great passion towards my field of work and I am looking forward to optimising on the opportunities that come along my way. I am keen to work for an employer who recognises my skills and allows me to perform my duties with optimum efficiency. With most of the career development relying on motivation and individual approach I believe that I will turn out to be a useful asset for my organisation. Also, I am looking forward to be appointed in a company where I have my fair share of progression and opportunities to excel

in the professional field. Along with this, I aim to serve and deliver my services for the best interest of the organisation and work towards achieving cumulative goals and objectives. My employment goal further is to be appointed in a company where there is no business or discrimination and where merit is appreciated. Even though I commit to serve the firm with the best of my efforts and ability I also aim to attain equal chances of experiencing work-life balance and development.

### ***Personal Development Plan***

Assessing my abilities and skills, below is my development plan through which I aim to overcome my areas of improvement and attain optimum work efficiency level:

| <b>To be developed</b> | <b>Expected Goals</b>                                                     | <b>Actions needed</b>                                                                 | <b>Success Criteria</b>                                                                                   | <b>Duration</b> |
|------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------|
| Communication          | Overcoming nervousness                                                    | Practising in front of people<br>Interacting more with people                         | Being able to speak confidently in front of large crowds                                                  | 2 months        |
| Physical Vitality      | Enhancing work performance                                                | Working on physical fitness through exercise<br>Consume adequate diet and health food | Having the ability to handle the workload efficiently                                                     | 3 months        |
| Patience               | Developing high-level patience to deal with different individuals at work | Mental exercise and yoga                                                              | To be able to effectively handle individuals at work and catering to their concerns in an adequate manner | 2 months        |

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