

Professional Career Development

(BMSW4005)

Student: Lidia Temelkovska

Student ID: 1920277

Lecturer: Mary March

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Introduction

Career development refers to the procedure of exploration and self-knowledge as well as decision making which shapes employment (Parola, 2020). A professional need to navigate successfully in their options of occupation for choosing as well as training for the job which suits their skills as well as interests and personality (Ismail and Rishani, 2018). This study will be focusing on the role of staff manager at a restaurant and a role-play interview will be demonstrated. Further, Gibb's cycle of reflection can be used for self-reflection, reflecting role play as well as the planning for career development. This will help in demonstrating the understanding of the knowledge and skills required for effective working and employment readiness.

Task 2: Report

Introduction

Self-reflection is an important part of career development as it provides the ability for focusing on oneself as well as the thoughts and actions including emotions (Sobri *et al.*, 2018). This is important for a professional as it helps in objectively evaluating oneself as well as assist in emotion management. Further, self-reflection even helps in aligning the behaviour of an individual with their values and correctly understanding others receiving them (Eurich, 2018).

Gibbs Cycle of Reflection

Description

The interview roleplay has helped me in clarifying the questions that can be asked while being interviewed as a staff manager for a restaurant in the United Kingdom. I have understood that it is important to be an active listener and communication plays an important role here. This has helped me in raising my level of confidence and I think I will be able to get a better answer when the real situation arises. It is important to note that I have used my skills of analytics and it has created a greater awareness about my achievements. This is important and it can be crucial for communicating with the interviewer with enhanced professionalism without being nervous. It is worth noting that I have been able to understand the perspective of the interviewer which can make it easier for me while going for an interview. This has helped me in developing my skills of an interview which can assist me in being comfortable and effective when the actual situation arises. It is challenging to be attending an interview and having conversation which can be difficult and requires thinking deeply about the matters questioned (Widya *et al.*, 2020).

The interview role play has enhanced my awareness about myself and has even assisted me in thinking flexibly. This can be of a great help in cracking the interview and securing a position as a staff manager for a restaurant in the United Kingdom. It is important for career planning and has provided with a clear direction about where I can see myself in the near future. I have been able to understand my strength as well as my weaknesses. Teamwork seems to be one of my strengths as I been involved with my members for making decisions by thinking critically about various situations at work, hampering productivity. Further, thinking strategically is important for staff managers as it helps in constantly improving myself and my capabilities by analysing previous situations (AIQershi, 2021). It is important to understand that I have developed great skills of time management and have being able to mitigate procrastination which used to make me frustrated, making me feel fulfilled. I have got great skills of communication which assist me in conveying important information as well as helps me in building relationships, improving my level of confidence and boosting my career.

Leadership capabilities helps in encouraging others so that they can reach their full potential and exceed their personal expectations (Le and Lei, 2019). I have been able to utilise my skills of entrepreneurship which has assisted me in turning my visions to reality by developing an innovative and creative mindset. However, it is important to note that I still have to develop my skills of conflict management, gaining expertise in adaptability is vital for staff managers. I think I still need to develop the skills and gain expertise in them so that securing the position and effective working capability can be gained.

Feeling

The construction of the roleplay was fearful. This is because I went in the mindset that this is real and I wanted to crack the interview with the convincing answers that I can provide to the interviewer. Further, the feeling of confidence aroused which made me joyful and I was able to make the most of the situation by making use of my critical thinking and analytical capabilities. It is important to note that I was able to gain deeper insights about my accomplishments due to my expertise in various skills of management. This has helped me in getting the feeling of confidence which is important in my career planning. It is worth noting that I looked up the internet which provided me with valuable answers that can be given to the interviewer. However, I think I still need to work hard on this because of my previous experiences I would require to analyse the situations that I have been into for making the interview effectual.

Evaluation

The best part about the role play was that I had the opportunity to make use of the internet for answering the question that can be aligned with my experiences. This has allowed me to think about the situations that I have been into when I was working as a staff manager in my previous organisation. However, I came across the feelings that made me think that I don't have expertise in various skills of management which can be required by the organisation that I might go for interview. This has made me realise that I am still not ready for taking the interview as it would not be possible for me to secure a job after planning my career opportunity.

Analysis

I have been able to understand that it totally depends on the interviewer that can be asked and preparing it beforehand can be complex. Moreover, I have been able to go through various steps of question and choose the only one that I thought I can answer. However, the real interview situation will be totally different which can be a problem if I have not been able to recall previous critical situations and game expertise in various required skills. The planning for my career development might not be helpful until I have developed expertise in the required skills of management.

Recruitment & Selection

I was able to provide the confirmation that I have enough experience as a manager and can have a positive impact on an organisation. The role plays even demonstrated that I am capable of taking responsibility and have self-awareness. Further, while describing my style of management I was able to demonstrate that it can be effective for the staff as well as the organisation and can match the interviewer's company. It is worth noting that I was able to determine that I have the confidence level of being flexible and can transform myself whenever possible. I was able to demonstrate my experience and how I evolve myself by learning through feedback and how it can help their organisation to avail the benefits of my style transformation. It is important to note that I was able to illustrate that I have the capability of handling the issues of performance of staff by developing effective strategies.

However, I could have provided some examples in all of my answers so that the interviewer could have gained a better understanding of me and my experiences. This could have helped me in demonstrating the values that I can bring to the organisation, displaying my expertise in the examples that I could have given in all my answers. It is important to provide examples as it allows in displaying personal capabilities about real-time situations, expressing the gained expertise (Weller *et al.*, 2018).

Moreover, I even indicated that confrontation is a part of self-development and I am comfortable doing so. It is worth noting that I was able to reveal thoughtfulness about appropriate actions that can be taken so that the performance of a member can be enhanced. It is important to note that in the role play I was able to demonstrate that I have the capability of identifying my shortcomings and I work on them so that I can develop myself. Self-correcting is an important part of a manager and it assists in learning from personal experiences so that awareness about myself can be enhanced, fostering personal and professional development (Heard *et al.*, 2020). The roleplay has allowed me in demonstrating that I hold myself to a higher standard considering as a staff manager in a restaurant. Furthermore, it is important to indicate to the interviewer about the understanding of various management elements so that it indicates them about the owned knowledge (Jentoft and Olsen, 2019). I was able to exhibit that prioritisation is important for managing various tasks being a staff manager. However, it is worth noting that I was unable to ask any question as I was deeply involved in thinking about my attributes and how I can provide better answers as per my experience. This is important as it helps in evaluating the employer and therefore questions should be prepared before so that the best of your organisation can be chosen after critical analysis (Weller *et al.*, 2018).

Conclusion

I think I could have reflected upon the experiences that I have already gained in my previous organisation and must have written it down so that I could have remembered it. Further, there were various hours that I have wasted in the past which could have been utilised in the skill

development. This would have assisted me to be ready for the job of a staff manager for a restaurant in the United Kingdom.

Action Plan

It is important to have a notepad so the crucial matters can be written down which can be analysed so that better understanding about myself can be gained (Andrus *et al.*, 2018). Further, it is important to look for online free courses and strategies which can help in the development of the skills of conflict management and adaptability (reed.co.uk, 2021). Conflict management is an important skill for staff manager at a restaurant because it helps in growing healthy relationships in the organisation which positively affect productivity (Orlowski *et al.*, 2017). Furthermore, the skills of adaptability help in learning new behaviours and skills which is an important skill for a manager so that the changing needs of consumers can be fulfilled (Arias *et al.*, 2019). Adaptability skill has been owned by me but I think I need to become an expert in this so that I can excel in my career.

Conclusion

It can be understood that participative management styles as the best way for managing staffs. This is because it allows managers to encourage their members for putting their inputs along with that it even assists in valuing opinions of others and even reward for group efforts. Accountability is important and it helps in setting standards for everybody. Employee motivation is important so that staffs can be kept on the right track and the needs of the consumers can be fulfilled. Active listening and communication along with greater awareness about achievements is vital for an interviewee. Making decisions by thinking critically about various situations at work that hampering productivity helps in the development of effective strategies. Great skills of time management help in mitigating procrastination and effective communication assist in conveying important information. This even helps me in building relation, improves confidence and boosts the career. It is important to provide examples as it allows in displaying personal capabilities about real-time situations, expressing the gained expertise. Questioning employer is important as it helps in evaluating the employer and therefore questions should be prepared before so that the best of your organisation can be chosen after critical analysis

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Appendix work

Task 1

Application Form:

Private & Confidential Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Manager
How did you learn about this vacancy?	Online advert

1. Personal Details

Title	Mrs		
Surname	Lidia Temelkovska		
Previous Name	/		
Forenames	/		
Address	56 Lane, London		
Post Code	FT9 6HK		
Telephone number		Mobile No	0785433456
E-mail address	lidia@gmail.com		
National Insurance Number	LK 678 56		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes	Yes	No	/
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	Yes	No	/

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Management Solutions			
Address	23 Hill			
Postcode	KLO 098			
Job Title	Department Manager			
Dates of Employment	From	20.01.2020	To	Date 16.03.2021
Reason for leaving			Salary	
Brief outline of main responsibilities and key duties	- To ensure the daily functioning of a department or group of employees - Establish Effective Organizational Structure and Communication Protocols.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Holt Management Company			
Address	100 Ballot			
Postcode	DV4 56K			
Job Title	Leader			
Dates of Employment	From	23.03.2018	To	10.06.2020
Reason for leaving	Better opportunity		Salary	
Brief outline of main responsibilities and key achievements	• Re-organising • Come up with a new idea that improve things. • Developed or implemented new procedures or systems. • Worked on special projects.			

Please continue on a separate sheet if required.

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Secondary school "Hillside High School"	1995	Advanced level	9 (nine)	

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Bachelor's degree BSc Business and Management	2000	Level 6	A	

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Chartered Institute of Personnel and Development (CIPD)	2006	Level 7	A	

CPD / Training and Development

Brief description / course title	Date Taken
Leadership Development Program, Management Training UK 1. Solving problems and Making Decisions 2. Planning and allocating work 3. Conflict Management 4. Stress management 5. Discipline in the workplace 6. Understanding Leadership 7. Leading and motivating a team	October 2017

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

Animal lover
Nature lover
Sewing

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Lidia's references		
Job Title	Restaurant Manager		
Employers Name	Marika Vat		
Address	89 Oxford Square		
Postcode	ERT 678		
Telephone Number	07654322345	Ext. Number	
E-Mail Address	marika.manager@outlook.com		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

References

Name of Referee	Lidia's references		
Job Title	HR		
Employers Name	Sonia Mahi		
Address	233		
Postcode	IUY 34G		
Telephone Number	073456678	Ext. Number	
E-Mail Address	sonia.hr@hotmail.com		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

Your restaurant stood out when I was researching the leading management restaurants. I am aware of your dedication to the development of innovative consumer products and I believe that this role would be the perfect fit considering my strong management background.

Please specify how you meet the criteria for this role.

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed:



Print Name: Lidia Temelkovska

Date: 2021

Questions:

Hey, I am Lidia. Today I will be your interviewer. If you feel ready, I would like to start with asking some questions in scope of your interview today.

1. Interviewer: **Why did you leave your old job?**
2. Interviewer: **Why do you want to work for us?**
3. Interviewer: **What are your goals with this company if you are choose after the interview?**
4. Interviewer: **How do you work when you are under pressure?**
5. Interviewer: **Why did you choose our organization?**