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# PROFESSIONAL CAREER DEVELOPMENT BMSW 4005

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## **ABSTRACT**

Almost all organizations do some form of annual performance review of its employees' strengths and weaknesses. When managers meet with team, one of the issues considered will be professional career development and by what means targets can be utilized to improve job performance. An employee may possibly determine on the goals separately in advance of the meeting, or the workers and supervisor can work together to produce a development plan moving forward. Therefore, this paper going to discuss about Johari window model of reflection that apt technique to improve individual's self-awareness, SWOT Analysis as planning instrument used to recognise key factors ( strengths, weaknesses, opportunities, and threats) involved in the organisation or individual, and Personal Development Plan to individual success,

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## **INTRODUCTION**

Currently, I am studying Level 4 Certificate for Health and Social Care at University of Wales Trinity Saint David. I chose this field of study because I have always been interested in Childcare field. Since I was able to look after my son who had a lot of medical challenges, because he was born premature, I would like to help taking care children because I get beneficial influence in their lives and assisting them in suitable way. Childcare is most rewarding job and I feel very blessed for being part of the community helping children to learn, grow and develop to their fully potential and ability.

I have a plan to pursuit degree programme on Health and Social care on near future, before that, as soon as I finish my Certificate programme I would like to find a job, that will help me to related for what I am studying in a class to the real world of health and social care. Since I do not have experience on childcare, and in health and social care field in generally, I find difficult in class and end up being upset and frustrated.

However, to be a good candidate on this field it is important to develop my self-awareness as well as personal development to others by looking on my strengths, weaknesses, opportunities as well as threats.

## REFLECTION

American psychologists Joseph Luft and Harry Ingham in 1955 develop a feedback (disclosure) model known as Johari's window model, which is a suitable method used to improve individual's self-awareness by considerate and improving interaction between the members in a group. It is characterized as a joint window with four panes (Open area, Blind spot, Hidden area, and Unknown). Therefore, two panes are self while the other two are the bit undetermined by self but to others. Hence, interacting and the group member responses build a common trust that transfer the information between the panes. (Anon, 2013).

Open area: this is where the information about the individual skills, attitudes, feelings, behaviour, views, and emotions will be observed by the individual as well as by others. All the communications have happened in this area, therefore the successful and dynamic of the relationship depend on the extent of this area. Blind spot: the people will know the information about the individual that he/she will be unaware of it, thus, others may understand individual in a different way than he/she predict. The blind spot is diminished effective interaction via getting other responses. (Quinn, 1990)

Hidden area: the information (personal information) which is known to individual, the other will unknown it. Hence, we preserve some of our information as it influences the interactions and the hidden area weakened by shifting the information to the open arena. Last is Unknown area: where information such as capabilities, felling and talents, will be unknown to both individual and other people. Hence, the information can remained unknown until the individual discovers his/her unknown qualities and capabilities or via reflection of others. Therefore, unknown area will be decreased by open communication, thus, to communicate effectively. (Quinn, 1990)

**Table 1 Johari Window Model**

|                                                              |                                                    |
|--------------------------------------------------------------|----------------------------------------------------|
| <b>Open Area</b><br>(Known to both self and known to others) | <b>Blind</b><br>(Self unknown but known to others) |
| <b>Hidden Area</b><br>(Self known, unknown to others)        | <b>Unknown</b><br>(both self and other unknown)    |

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Nevertheless, Johari window is appropriate model for improving self-awareness, but sometimes it is better not to communicate anything with others, because people could come up on the information beyond individuals' desire or use it in a bad way. Also, people can take individual response unpleasantly, therefore, it is important to exercise caution and gradually. (Tran, 2016).

### **Case Study**

As part of the course I participated in play role interview. In this interview, both me and my partner played a role of interviewer and interviewee. My partner has a less awareness about me that led big unknown and hidden areas, and small open area and blind spot.

During rehearsal most of the time I made a mistake and my partner found out I was nervous and tense. With that assessment I got the idea how I was, and I did more practice myself, with my partner and sometimes with my family members. This

enabled me to increase my open area while my hidden and unknown areas become small. Therefore, because we had effective interaction between us, the feedback I have got a feedback that helped me to obtain my real ability and perform well.

## **SWOT ANALYSIS**

SWOT analysis is an arrangement managed to assess an individual's or organization's competitive situation and create strategy to overcome the market rivalry. SWOT means Strengths; these are core, and positive qualities (such as skills and ability) of the individual or organization. Weaknesses: these are negative aspects of the individual or organization that need to improve to be competitive, Opportunities are external influences in business or individual environment that contribute to the success by getting competitive benefits, and Threats; these are external influences that disturb the accomplishment of the goal. Therefore, both organization as well as individual should have concentrated on these aspects. (Cottrell,2015).

Therefore, both individual as well as organization, before committing to any action, they should employ SWOT analysis, this is because the analysis can illustrate the significant part where organization or individual is not performing well, and also can help to know which operations need adjustment. However, SWOT Analysis is a great instrument, but it contains a subjective aspect. It is good used as a model, and not as a recommendation. Effectiveness developed on individual strengths, rectify mistake and shield against internal vulnerabilities and external pressures. (Cottrell,2015). Below is my SWOT Analysis:

**Table 2 Amina's SWOT Analysis**

| STRENGTHS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | WEAKNESSES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• I can be persistent and stay in something for the long run, and I patiently work things out and make things happen.</li> <li>• Through verbal communication skills that I have will help to build strong relationship with the children's and their parents.</li> <li>• My creativity skills will assist to create skills which offer children to improve social interaction, that will help them to acknowledge and maintain their physically and mentally engagement.</li> <li>• Because children can be unreasonable and irritable at times, as a childcare provider I must stay patient and maintain their composure and constantly supervise them to keep their protection and well-being at all levels.</li> </ul> | <ul style="list-style-type: none"> <li>• Lack of confidence in public spaces. I feel nervous and shaking to speak in public.</li> <li>• English is not my first language, sometimes I found it difficult to communicate.</li> <li>• I have no working experience in the health and social care field such as child and adult protection</li> <li>• I have less digital knowledge skills. As the word become digitalize this is the important skill to have. This make me difficult to access some learning information from online.</li> <li>• Lack of work skill because I have not been working in UK before</li> </ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• I like to have specific times to put apart for my task, that it can remind me to complete work in certain amount of time.</li> <li>• I can anticipate changes small as well as big changes, by turn my mindset their positive, and recognizing the extent of the adjustment.</li> <li>• I am honest and trustworthiness, I can stick to the plan even when the next step I need to do is hard.</li> <li>• I can give my time to help someone else without expecting anything in return.</li> </ul> |                                                                                                                                                                                                |
| <p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>• I am student at University of Wales Trinity Saint David, pursuing Level 4 Certificate for Health and Social care.</li> <li>• Applying online course for English language that will improve my communication skills</li> </ul>                                                                                                                                                                                                                                          | <p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• Increasing market competition because I have not neither working skills nor experience about Health and Social Care.</li> </ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Applying for the job as soon as I get my certificate</li> <li>• Improving my Information technology skills through virtual learning setting by joining computer skills course.</li> <li>• Recently, I joined online English language course, which will help me to improve my language.</li> <li>• Through University I can meet new people outside my family</li> <li>• Lately, I will join online class for sign language</li> <li>• In near future Joining University to pursuit Degree programme for Heath and Social Care.</li> </ul> | <ul style="list-style-type: none"> <li>• I found fining poor behaviour is the extremely challenging attributes of childcare. And I know it can take time to manage their command and regard.</li> <li>• School closure and introduction of Virtual learning environment in learning institutions due to the COVID-19 disturb the education process because sometimes it hard to access the information or attending class due to the internet connection.</li> <li>• Sometimes it become hard to manage time and divide my responsibilities between family responsibility and school responsibility. And once I will get a job, it will be more harder for me to balance between family, schools and job responsibilities.</li> </ul> |
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## PERSONAL DEVELOPMENT PLAN

Personal development plan (PDP) is a approach that help individual to proposal and finds experience and growth aspirations that support to make work in healthier manner. These plans deliver a context that will identify the areas of strengths and weaknesses and arise a guide that will improve and exploit on their existing skills and capabilities. PDP comprises understanding about persons, what their objectives, objectives, principles, motives, and reservations (Maund,2017). Nevertheless, PDP is intended to allow individuals to reveal about their own academic, personal and profession development. Below is my PDP:

**Table 3 Amina Personal Development Plan**

|                                       | What I want to achieve in the next six months?                                           | What do I want to achieve in the next two years?            | What do I want to achieve in the next five years?                                                                         |
|---------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| What I would like to improve          | To become Childcare Worker                                                               | Applying for job                                            | Applying degree programme for Health and Social Care.                                                                     |
| What specifically do I need to learn? | Presentation Skills.<br>Academic Skills.<br>Improve English language.<br>Digital Skills. | Finish English language course.<br>Finish Computer courses. | Improving my working skills and experiences.<br>I would like to have sign language skills<br>Increase my computer skills. |

|                                                     |                                                                |                                                                                                                                                                                                                                       |                                                            |
|-----------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
|                                                     | Sign Language                                                  |                                                                                                                                                                                                                                       |                                                            |
| How am I going to acquire the skills and knowledge? | Complete Certificate for Health and Social Care.               | Attend online courses.<br>Using appropriate library resources.                                                                                                                                                                        | Finish degree programme for Social and Health Care.        |
| What resources do I need?                           | Due to COVID-19 I need Virtual learning environment and skills | Because of family as well as work responsibility I need free time to take online computer courses.<br>I will need money to join online computer as well English language courses.<br>I would need more funding sign language courses. | I will need Funding to join University for Degree studies. |

|                           |                            |                         |                 |
|---------------------------|----------------------------|-------------------------|-----------------|
| What is my time<br>Schule | February 2020-january 2021 | March 2021- End of 2022 | Early 2023-2028 |
|---------------------------|----------------------------|-------------------------|-----------------|

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## CONCLUSION

Therefore, Johari is a very smart and effective model to understand, this model is the most effective way to raise my value. It will encourage me believing in my way, and to combine the fundamental principles into my upcoming idea and behaviour. Hence, my self-awareness will be improved by analysing my strengths, weaknesses, opportunities, and threats. Hence, it will helps me to figure on what I do well, to address what am I lacking, to lessen risks, and to take greater chances for my success by exploit strategy based on cognizance, standards, likeness, goal-setting and development for personal development within the framework of a profession, schooling, communication interactions for self-improvement.

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