

Programme:	Certificate in Higher Education Skills for the Workplace
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Abstract

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ABSTRACT

Here, we will discuss how understanding your learning style can improve your academic performance.

The most common types of brain function are visual, auditory, and kinaesthetic learners. If you are aware of the type of learner you are, it will be easier for you to study because you will know what type of material is most suitable for you, thereby enhancing your academic success.

INTRODUCTION

In the context of discussing the process of advancing in career, the term "reflection" refers to a method for analysing the factors that significantly influence one's growth and development through time CMI (2020). According to this theory, doing so is crucial to both introspection and the process of personal development. This study investigates the development of language and cognition by having volunteers act as interviewers. In order to achieve this objective, I intend to use reflective frameworks to analyse the skills and knowledge I have obtained from this experience. The subsequent report will include an explanation of both the interview questions and the participants' reflections on those issues using Gibb's reflective paradigm. In addition, the report will include a discussion of the projected individual features and activities for the future position of customer service management.

1. SWOT ANALYSIS AND PERSONAL DEVELOPMENT PLAN (PDP)

SWOT analysis is defined as a tool used identify the internal and external factors shaping an individual, business and an entity CMI (2020). To assess my skill set and competencies, I will use the SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis and Personal Development Plan (PDP) tools learned in class.

STRENGTHS:

Strong communication skills: I am able to articulate my thoughts clearly and concisely, both in writing and speaking.

Adaptability: I can adjust to new environments and situations easily, which helps me thrive in various settings.

Critical thinking: I can analyse problems effectively and generate solutions by considering various perspectives.

WEAKNESSES:

Time management: I sometimes struggle to prioritize tasks and manage my time efficiently, leading to stress and suboptimal performance.

Delegation: I find it challenging to delegate tasks to others, which can result in overburdening myself with work.

Networking: I need to improve my networking skills to build a stronger professional network and enhance my career prospects.

OPPORTUNITIES:

Professional development: Attending workshops, seminars, and online courses can help me improve my skills and gain new knowledge.

Mentorship: Seeking guidance from experienced professionals can provide valuable insights and advice for personal and career growth.

Expanding my network: Actively participating in industry events and social media platforms will expose me to new opportunities and connections.

THREATS:

Technological advancements: Rapid changes in technology may render some of my skills obsolete, requiring continuous learning to stay relevant.

Economic uncertainty: Fluctuating economic conditions may impact job security and growth prospects in my field.

Competition: The job market is highly competitive, and I need to continuously improve my skills to maintain a competitive edge.

PDP:

A personal development plan is process that helps an individual identify the chance to evaluate one's own strengths and weaknesses CMI. (2018). It is useful for planning and development of skills and competencies. The below provides an understanding of my personal development plans.

BASED ON THE SWOT ANALYSIS, MY PERSONAL DEVELOPMENT PLAN INVOLVES:

Enhancing my time management and delegation skills through relevant resources and practice.

Participating in professional development opportunities to acquire new skills and knowledge.

Actively engaging in networking events and seeking mentorship to expand my professional network and gain valuable insights.

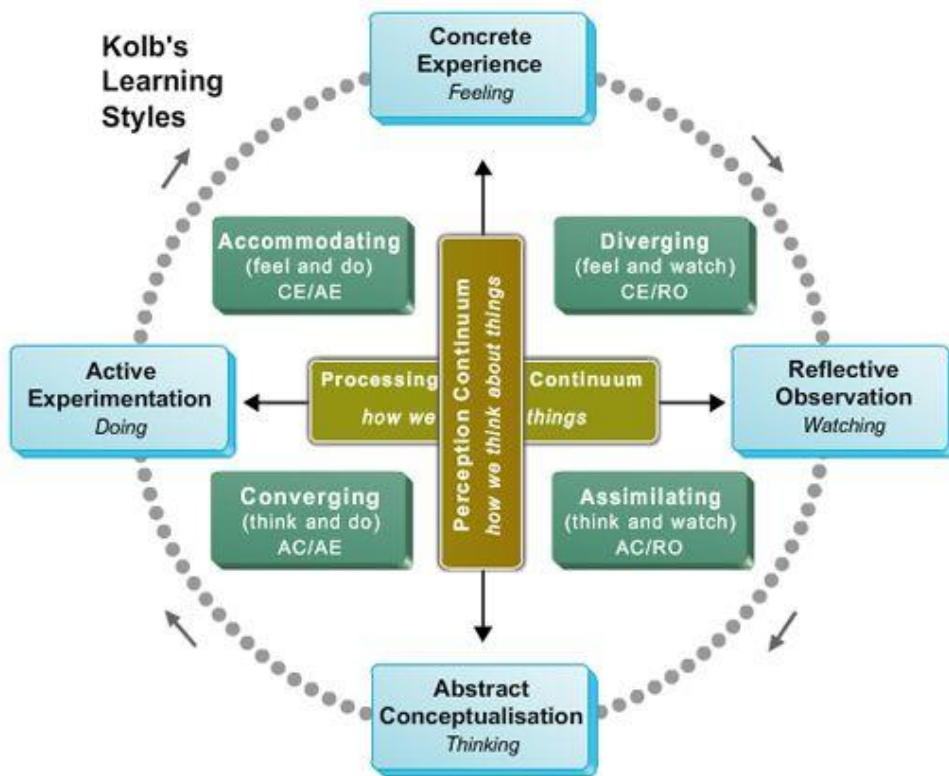
2. REFLECTION ON LEARNING STYLE THEORIES AND IMPACT ON WORKPLACE

People learn in diverse ways. This is because of the different learning styles that people possess. Learning styles are the method of absorbing, processing, comprehending, and retaining information (Roxanna, 2018). Inhale This module has taught me about a few different theories regarding the most effective ways for people to learn, such as Kolb's Experiential Learning Theory, Honey and Mumford's Learning Styles, and the VARK (Visual, Aural, Read/Write, and Kinesthetic) theory. All of these theories have helped me better understand how people acquire knowledge. My professional endeavours have been greatly benefited by the realisations I've had regarding how other people acquire knowledge as a result of these concepts.

Direct experience, introspective observation, theoretical abstraction, and practical application are the four steps that make up the learning process, in accordance with Kolb's Experiential Learning Theory (Kolb, 1984). Because of this concept, I have a deeper comprehension of my own approach to learning, and I have developed a deeper appreciation for the significance of actively engaging at every stage of the learning process. I have been more deliberate in my efforts to broaden my knowledge base, analyse my behaviours, and put what I have learnt into practise at work as a result of this intentionality.

For instance, if I am given a challenging project, I now pause to consider other instances in the past that were comparable and attempt to find out what it is that I could have done better in those situations. Because of this, I am better able to gain confidence in taking on new challenges and learn from the mistakes I have made in the past. In addition, I am constantly open to trying new things and am very fortunate to have co-workers and supervisors that are willing to help me learn from my errors. The iterative methodology directly contributes to increased levels of productivity and efficiency.

Figure one: Kolb's Learning Styles



Source : UWTSD 2023

Honey and Mumford's classification of different types of learning styles places individuals into one of four categories: activists, reflectors, theorists, and pragmatists (Honey & Mumford, 1992). By taking some time to consider how I personally absorb information, I've been able to develop study strategies that are more likely to be successful for me. Due to the fact that they require me to engage in critical thinking and assess information, some of my top priorities at work now include attending meetings, reading industry reports, and participating in group discussions. Because of this, I am able to learn more quickly and effectively, which has led to an increase in my overall productivity at work.

In addition, I have discovered that it is a great deal simpler for me to communicate and work with my co-workers when I have taken the time to learn about the ways in which they like to absorb information. As an example, in the context of my work with activists, I place a strong focus on getting individuals involved in actual chores and cultivating an attitude of initiative in them. When it comes to how individuals take in information, different people have various preferences, and acknowledging those preferences leads to more favourable dynamics within a team and more production. (Honey & Mumford, 1992).

Figure two: Honey and Mumford's learning style



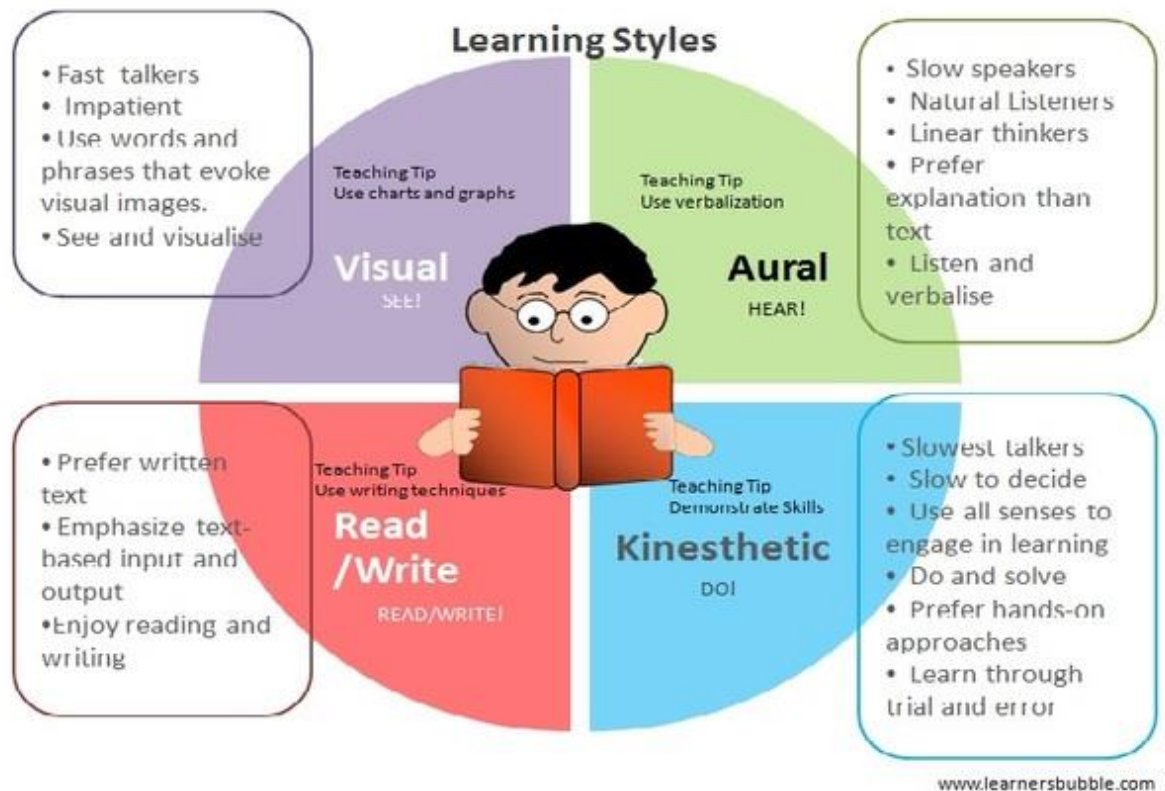
Source :UWTSD 2023

The VARK model is another another learning theory that has had an impact on my way of thinking about education in the workplace (Fleming & Mills, 1992). The realisation that I retain information more effectively when I read and write has enabled me to personalise my approach to academic pursuits to better meet my requirements. Readings like articles, papers, and guides are becoming an increasingly important component of my ongoing effort to further my knowledge. Because of this, kids have a much easier time understanding abstract concepts and remembering more of what they have learned. (Honey & Mumford, 1992)

My other employees come from a variety of educational backgrounds, and the VARK method assisted me in being more empathetic towards their experiences. In order to make my lectures and training materials accessible to a larger variety of students, I now make an attempt to include written materials, audio excerpts, hands-on exercises, and visual aids. By ensuring that my co-workers have access to the resources they require in order to learn in the

most effective manner possible, this helps to create a more cheerful and constructive climate at work. (Honey & Mumford, 1992).

Figure three :VARK Learning style.



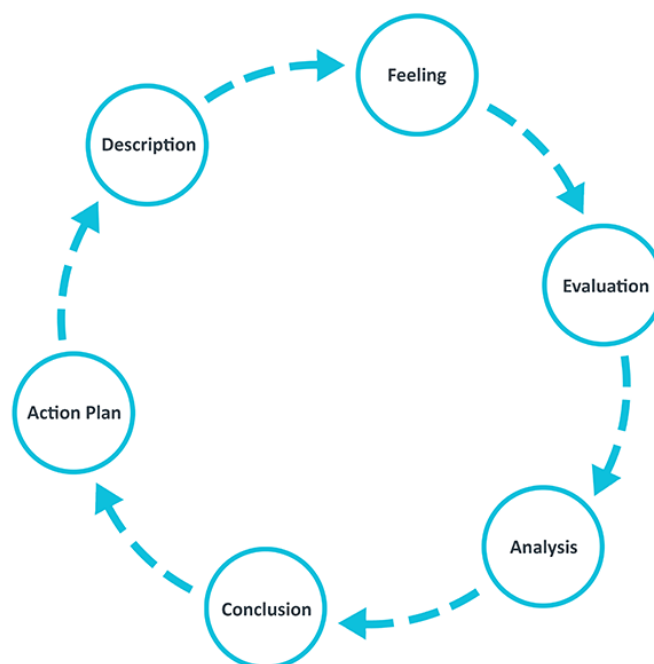
Source :UWTSD 2023

In conclusion, the concepts of different learning styles that were discussed throughout this topic have made a big impact on both my level of productivity and the quality of my interactions with co-workers. As a consequence of focusing on my own learning type as well as the learning styles of my co-workers, I have been able to create a classroom environment that is both more productive and more friendly. As a direct consequence of this, not only has the productivity grown, but also communication, cooperation, and adaptability. The many theoretical frameworks that I've studied have been helpful in directing the direction that my professional life has taken and have significantly boosted my efficiency in the workplace.

3. REFLECTIVE MODEL ASSESSMENT OF MODULE CONCEPTS

In order to analyse the content of the module, I will use **Gibbs' Reflective Cycle** (Gibbs, 1988), which is a well-known reflective model that consists of six stages: reporting my experience, analysing it, drawing conclusions, and planning future steps. I will begin by planning what I will do next. It's possible that I'll utilise this model to reflect on my familiarity with learning style theories and how they could be applicable to the workplace.

Figure two: Gibbs Reflective Cycle



Source: University of Edinburgh (2023).

DESCRIPTION:

Throughout the course of this class, I was introduced to a number of different theories and models about learning styles. Some of these include Kolb's Experiential Learning Theory, Honey and Mumford's Learning Styles, and the VARK model. These theories shed light on the relevance of recognising and catering to distinct learning preferences in professional settings and provided an in-depth understanding of the many different methods in which individuals acquire knowledge (Honey & Mumford, 1992). Also I learnt about skills and competencies, the Johari window.

FEELINGS:

At first, the complexity of these concepts caused me to feel overwhelmed, and I questioned whether or not they would truly help my performance at work. I am not sure whether or not they will increase your performance at work. But the more I discovered about the concepts, the more I understood how they may assist me in developing aspects of my personality like as self-awareness, collaboration, and adaptability. With the arrival at this verdict, I had a surge of vitality and was motivated to put these concepts into action.

EVALUATION:

My encounters with various learning theory models have, for the most part, proven to be beneficial. I've come to understand the benefits of being able to accommodate diverse learning types at work, as well as my own personal educational preferences. As a direct result of this, my co-workers and I have been able to get along better with one another and do more work. Because of this programme, I now have access to useful materials and strategies for advancing my education and making up for the gaps in my prior learning. (Honey & Mumford, 1992)

ANALYSIS:

Because of the analysis that was offered by learning type theories, I was able to identify specific areas in which I had deficiencies in both my knowledge and my efficiency. Because I know that I retain information best when I alternate between reading and writing, for example, I've been able to shorten my study sessions and better remember what I've read as a result of this realisation. As I've learnt to adjust my methods of communication and collaboration to the unique approaches to learning that each of my co-workers brings to the table, both my production and my cooperation levels have increased at work.

CONCLUSION AND ACTION PLAN

Personal strengths are the things that a person is good at accomplishing as a result of making effective use of their innate characteristics and talents in order to complete their work and realise their objectives. The following are some of the reasons why I am an excellent candidate for the post being interviewed for and for the position itself:

- *Enthusiasm*

Those members of the existing team who actually enjoy what they do might be anticipated to contribute a better level of dedication to the group overall.

- *Trustworthiness*

The moral integrity of a person is a strong indicator of both their dependability and their level of expertise.

- *Creativity*

Creativity: Creativity helps a person be more creative, which in turn helps a person develop innovative ideas.

- *Discipline*

One who practises discipline is able to give their full attention to a task in response to being directed to do so.

- *Patience*

Patience is a characteristic that plays a significant role in one's capacity to maintain composure in trying circumstances.

- *Honesty*

Sincerity It's important to be sincere while expressing gratitude to a member of a company's team.

- *Determination*

The importance of self-control and discipline in terms of goal setting CMI (2020).

4. ACTION PLAN:

As a consequence of my introspection and reflection, the following are the actions that I wish to do in order to further apply the concepts that have been given throughout this module:

1. By doing regular self-evaluations of my study techniques, I can ensure that I am constantly making the most of my available study time and keeping my adaptability intact.
2. Participate in training opportunities such as webinars, conferences, and seminars that have a focus on textual learning and critical analysis so that I may advance my profession in a manner that is compatible with the way I learn.
3. In order to better understand my co-workers and collaborate with them, I need to encourage an open discussion about different learning styles that is inclusive of all of them.
4. In order to fulfil the expectations of all of the staff members, I must ensure that the training I organise and the presentations I give include a range of instructional methods.
5. Use the Gibbs Reflective Cycle as a tool for doing periodic self-evaluations and identifying areas in which I have room for improvement.

Because of this session, I can now declare that I have a solid understanding of the numerous theories about types of learning and the commercial implications for each of those theories. By engaging in critical reflection and making use of Gibbs' Reflective Cycle, I was able to do an analysis of my current level of knowledge acquisition and devise a game plan for my further professional growth. The experiences I've had and the skills I've gained will prove to be extremely beneficial to the success of my future profession.

CONCLUSION:

Lessons from this module have been helpful in directing me towards a more successful career path and enhancing my performance at my place of employment. Understanding the theory behind the various learning styles and putting that theory into action has helped me become more self-aware, communicative, collaborative, and adaptive in my approach to learning. My

job and my interactions with co-workers have both benefited from these improvements, which has resulted in an overall more inviting and productive office environment.

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