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PERSONAL REFLECTION ON THE CAREER DEVELOPMENT

This report has been written as an assignment to Professional Career Development course

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INTRODUCTION

Operations management carries out the most important tasks in organizations. For being an operations manager, an individual needs to have some advance competencies and knowledge. In order to identify these competencies and knowledge personal reflection is vital enough. Therefore, the aim of this report is to demonstrate a personal reflection of my own on my career development planning regarding operations manager job that is my career goal or employment goal using the reflection model of Kolb. Here, in the report as an operations manager what are the competencies can help me in my workplace as if I can accomplish responsibilities, and activities as effective as possible, the whereabouts of my readiness for getting operations manager job, competencies and knowledge in which I have command over as well as over which I don't have common and over or which need further improvement, and lastly, come up with a development plan that will help getting out of the weaknesses along with identification of my employment goals.

KOLB REFLECTIVE CYCLE

Concrete experience

An operations manager needs to carry out several pivotal responsibilities in organizations. The responsibilities an operations manager carries out are the main basis for the success or failure of organizations. Apart from that, the manager needs some specific and special competencies as well as knowledge that can enable him or her to carry out his or her responsibilities. Therefore, in order to be an operations manager I need to understand these competencies and knowledge which will help me working effectively in organizations (Cornelissen, 2013). Planning skills, delegation, excellent communication, leadership, active listening, problem solving, time management, technical proficiency, research skills, products and services design and development, risk analysis and minimization skills, staff management, decision making skills, budget management are the key skills and knowledge which will help me working effectively as an operations manager. But out of these, planning, delegation, leadership, organization skills, technical efficiency, risk analysis and minimization, staff management, decision making, and budget management skills are the most significant ones. Apart from that, planning in operations management refers to making plans about how efficiency can be ensured in all the processes and activities of operations management, how all the departments can be controlled and managed etc; leadership refers to leading all the activities and processes of operations management from the front as if employees get motivated and follow the lead; delegation denotes assigning tasks

and responsibilities to subordinates; organization means organizing resources, employees, components and different other aspects of organizations; technical efficiency means having knowledge and skills on advance technological devices as these could be used for proper management and regulations of employees, departments, and efficient as well as proper accomplishment of tasks and responsibilities; risk analysis and minimization denote identifying risks regarding activities and responsibilities and taking actions or steps which can help minimizing the risks (Ryan, 2012); staff management is about regulating and controlling staffs and employing them in carrying out specific duties; decision making means identifying a decision, analyzing alternatives and undertaking a decision or action based on analysis and through applying the alternative; and budget management skills refer to having understanding on financial, and budgetary aspects of organizations and determining budget, coming up with proper financial planning, and implementing the plan regarding budget.

Reflective observation

Reflective observation is helpful enough for getting understanding on personal aspects of individuals such as strengths, weaknesses, areas for further development and so many regarding specific roles or job (Bolton, 2010). My personal reflection on my skills and knowledge regarding operations manager job has helped me coming up with understanding about the weaknesses, strengths, and areas for further development. Apart from that, I have strong grounds in skills or areas like planning, delegation, leadership, organization skills, technical efficiency, staff management, and decision making. These are the areas I have achieved efficiency and grounds in my academic life as well as in professional life. Almost all of these skills I have applied in my previous job where I was an employee in operations management department. On the other hand, the skills and knowledge that should be developed further are risks analysis and minimization, and budget management skills. Basically, these are the responsibilities go with the managerial level. As a general employee I didn't have experience on these skills and knowledge, therefore, I have weaknesses in these. Now, as I want to be an operations manager therefore, I must have strong grounds in these skills and experiences. In order to manage and control activities and processes as an operations manager these skills will help me analyzing risks associated with processes, decisions, and activities related operations management. Moreover, the budget management skills will help me making budget for departments and for the entire organizations that are effective.

Abstract conceptualization

There must have conclusions or abstract conceptualization about almost everything for an individual seeking employment which helps him or her taking action plans or developing plans or strategies for getting career goals or objectives (On Concepts, Conceptualization, and Conceptual Frameworks, 1978). Apart from that, I would like to be an operations manager; therefore, I should also have abstract conceptualization on my strengths, weaknesses and overall readiness for getting employed as an operations manager. Readiness for employment refers to a person's preparedness for learning and performing on specific job or employment he or she aims at. Readiness for employment can be measured through understanding and analyzing skills, knowledge, and experiences an individual has; the areas where he or she is strong and the areas or skills in which he or she has problems. Apart from that, my readiness for employment can be easily measured through analyzing my skills and knowledge or strengths and weaknesses (Zook, 2021). I have weaknesses in skills like risks analysis and minimization, and budget management skills. The mentioned skills and experiences must be developed for getting the operations manager job. However, from the discussion above and based on my understanding my abstract conceptualization is that I am not fully prepared for operations manager job. But, the skills and knowledge in which I have grounds I think I will get the job and the weaknesses can be developed during the job. Therefore, from this perspective this job can be offered to me.

Active experimentation

In the active experimentation stage of Kolb reflective cycle or model, a reflector undertakes actions or steps or activities that can help him or her getting the aims or reaching his or her career goal (Bhattarai, 2010). My career or employment goal is to be an operations manager. Therefore, in this stage I should develop a development plan that will help me getting employed as an operations manager. My development plan includes the steps or activities like-

Objectives: The objective of this plan is to coming up with plans or steps that can help developing risks analysis and minimization, and budget management skills.

Tasks: For developing the mentioned skills and knowledge, I have to undertake some personal projects and identify risks of these projects, analyze these risks, and take steps that can reduce or minimize risks. Secondly, I have make some budget on some personal aspects and mange them.

Success criteria: Successful implementation of my personal projects and budget aspects.

Resources: Funding, and time (1 year from January 2021)

'Recruitment and Selection'

Operations managers must have advance and vital skills which are to some extent different from those of others for managing and operating organizations, employees, and departments of organizations (Carlisle, 2013). An operations manager should be innovative in order to manage and control employees, manage and control departmental activities and operational aspects. There have modern devices which can help operations managers for controlling and managing departments, employees and others in organizations. Moreover, there have innovative ways for accomplishing the same activities. As an operations manager I will apply two innovative ways or methods like firstly, I will create an open environment which will help open communication, paves ways for flexibility, collaboration and teamwork and secondly, I will use the process monitoring and evaluation process for monitoring and evaluating all activities, and processes related to operations management. Collectively these two innovative methods will help me operating or managing aspects in organizations. If cannot ensure efficiency and effectiveness in case of operating and managing an organization, it will never get success. The success of an organization completely depends on the effective operation of operational activities in organizations. There might have other departments in organizations but, the operations management department leads them and acts as the head of all departments or leader of all other departments. Now, apart from that, for ensuring efficiency and effectiveness in operation and management of organizational aspects an operations manager must have some skills such as- planning skills, delegation, excellent communication, leadership, active listening, problem solving, time management, technical proficiency, research skills, products and services design and development, risk analysis and minimization skills, staff management, decision making skills, budget management etc. These skills and knowledge will help the manager to carry out responsibilities like strategies formulation, operation of organizations, improvement of performance of both organizations and employees, procurement of raw materials, ensuring as well as securing compliance of employees and others relevant; ensuring quality of products and services; and ensuring efficiency and effectiveness of processes, activities and others. Apart from that, the operations management department in many ways are related to other departments in organizations such as- operations management department acts as the leader and head of all departments of an organization through regulating, controlling, and managing; it set standards, regulations, directions and

instructions for other departments while on the other hand, other departments must comply with these regulations and policies for better operations and management of organizational functions or the overall organization. Thus, operations management department is connected with other departments in organizations. Now, as an operations manager, I have to do something for improving the operations management department of an organization. In order to do so, I will undertake some steps or actions such as- showing and ensuring compliance to the rules and regulations set by the operations management department; applying the policies, regulations and standards set by the operations department in all activities, processes, and departments in order ensure 100% quality, efficiency, and effectiveness; developing a culture which will be collaborative, co-operative, and teamwork based.

CONCLUSION

Efficiency, effectiveness, and quality are the three pivotal factors or aspects for operations management department in organizations. An organization might be destroyed without having proper operations management, while on other hand, it can reach its goals and objectives as well as reach at the highest level of development if it had effective operations management department. These concepts are fundamental in the planning and control of individual activities. If the processes of effectiveness, efficiency and quality are carried out, optimal results can be obtained with minimum economic expenditure and effort. When these elements are lacking, there will be a huge waste of resources and you may not reach the goal. An effective company will have clear objectives to be achieved, and will achieve them in the shortest possible time using only the most suitable resources. Finally, coordination between the individual sectors and the corporate culture itself will be improved, strengthening relations between departments and creating a real identity among all those who participate in the various processes.

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APPENDICES

INTERVIEW QUESTIONS

- As an operations manager, what innovative ways will you apply to operate a company?
- Effective operation in the key of the success, Can you evaluate the term?
- What are the key responsibilities of an operations manager and what skills are needed to carry out the responsibilities?
- How operations department is linked to other departments of a company?
- What will do for the improvement of operations department of a company?

JOB APPLICATION FORM

Application for operations manager post**Your details**

Name: Giuseppe Mannino

Education and training

Please give details:

Training on product design and development, HRM, and employee management; I have business degree on management from University of Wales.

Qualifications

Please give details:

Commercial awareness, communication, employee management, teamwork, negotiation and persuasion, research, financial management, professional attitudes, problem solving, decision making etc.

Employment history**Your current or most recent employer**

Name of employer: HSBC

Job title: Assistant marketing manager

Length of time with employer: 3 years

Reason for leaving: Job dissatisfaction

Duties: Promotional activities, market research, product design and development planning and decision making.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Commercial awareness, communication, employee management, teamwork, negotiation and persuasion, research, financial management, professional attitudes, problem solving, decision making etc.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I think my area of interest is management or operation as I am a student of management; therefore, I applied for this job. Further, I have management degrees, work experiences, and skills required therefore, I think organizations should choose me as their first choice.

Right to work in the UK

Do you need a work permit to work in the UK? No

References

Noel Quinn(CEO of HSBC)

Email: jane.doe@hsbc.com

Husam Alharahsheh(Internal Verifier of my assessments)

Phone: 957663956383

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Giuseppe Mannino

Signature: Giuseppe Mannino

Date: 07.01.2022