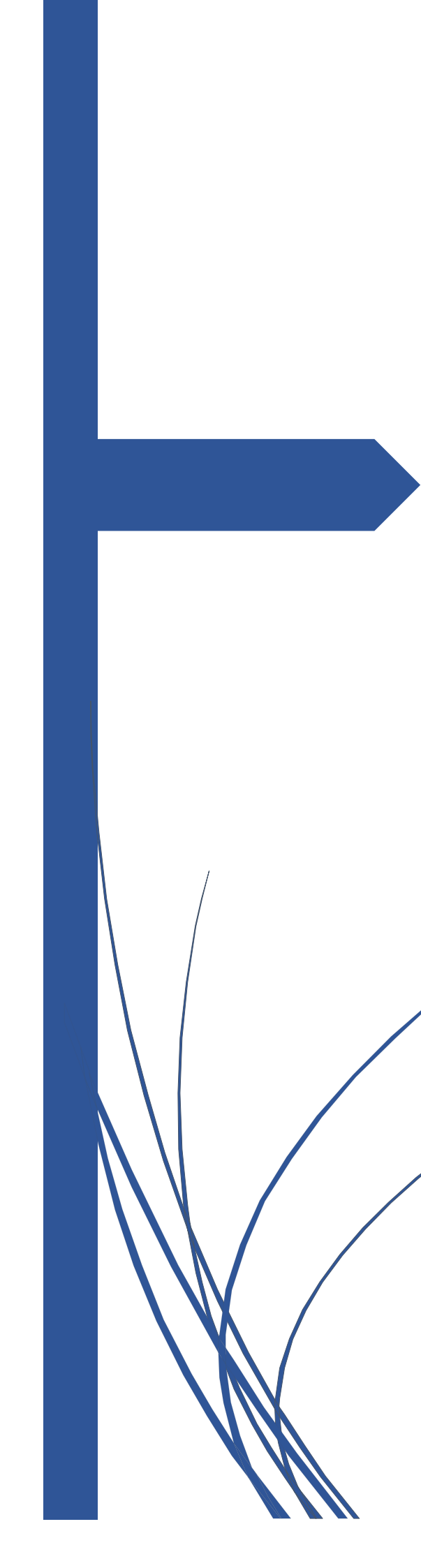




PROFESSIONAL CAREER DEVELOPMENT

BMSW4005

REFLECTIVE REPORT

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1.0 INTRODUCTION

To do this personal reflection I have used the gibb model. It has five stages: Description, Feelings., evaluation, Conclusions, Action. Being aware of what we did well and where we need to improve (Wain, 2017). This model makes us aware of what we know and what we have to change to improve ourselves in the future, being aware of our mistakes and reflecting on why they happen.

Since I was a child, I always had problems sitting down to study and I never wanted to dedicate time to study, not even for the things that mattered to me and I liked to do, things like business administration, so after having spent most of my time doing nothing, I decided to go to live in London to get a better life trying to change the mindset that I had, in order to achieve my goals and not be demotivated thinking that I would be able to do nothing.

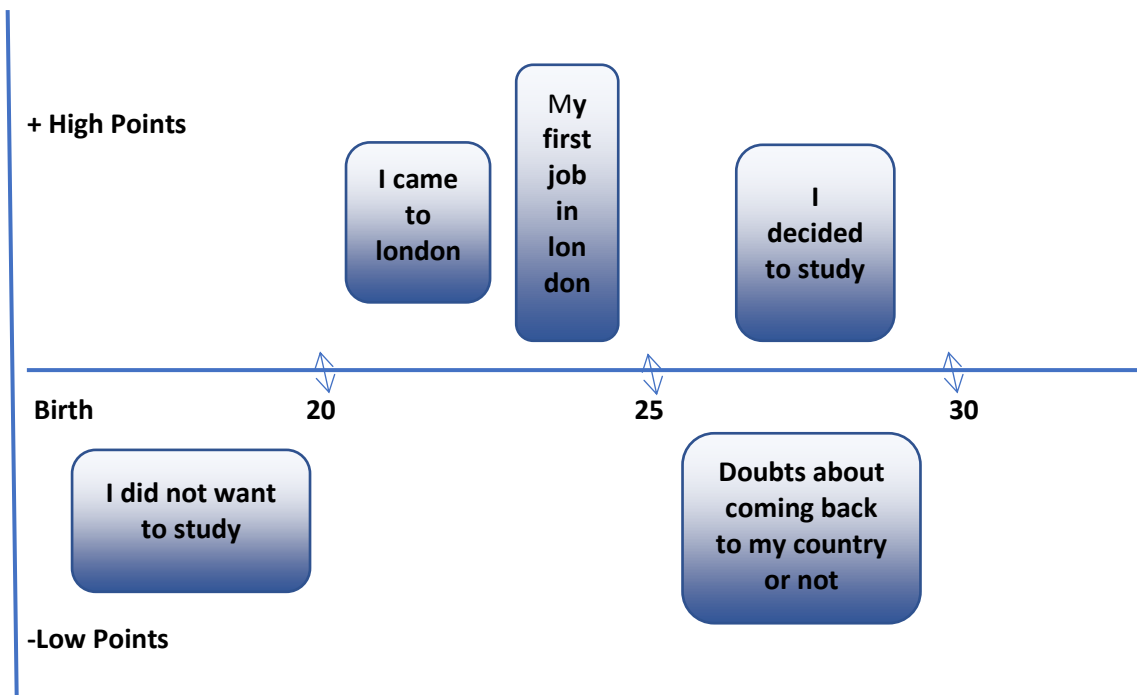
After going to London I found a job in the first week and it is where I have been happily working. Thanks to an internet search, I discovered an exercise called lifeline.

1.1 Lifeline

Lifeline tries to indicate important events in our life, negative and positive and in chronological order to achieve a chronological reconstruction of the events of our life (Nexhmedin Morina, 2018).

Lifeline helps us to stop and think about our life and see clearly the events that have happened in it and that have made us be in the current situation where we are and that have made us feel how we are feeling. We can be able to see what our priorities are and what we want in our life, knowing the next step we want to take. To create a lifeline we have to draw a horizontal line, mark with a positive and a negative sign where we are going to put the type of events, we mark the ages chronologically where we write the events (Staik, 2013). Thanks to this type of chronology we can see that our life is always in continuous development and that thanks to past events we are more prepared to face future events and it shows us that depending on how we face events, it will help to be better in the future to face future events.

My lifeline:



(Zilvold, 2015).

2.0 DESCRIPTION

I am currently working in an Indian restaurant as a waitress, for 5 years giving customer service in one of the busiest restaurants in London, when I got there I did not know how to speak English but with a lot of effort learning English quickly and working hard I got to be respected as one of the best waitresses in the restaurant with a good projection to be a manager in the future. My despair came one day when one of my managers told us that one of the main skills needed to be a manager was to have management skills like leadership, communication or problem solving, and I never studied those kinds of skills, I did not say anything but I was blocked without knowing how reacting to that comment and not knowing what to do to find the solution.

3.0 FEELINGS

At that moment I felt extremely worried because I felt that it did not matter the great job I was doing, if I did not learn management skills like leadership, communication or problem solving, I would never be a manager. But I was totally blocked and depressed without knowing what decisions to make to change my situation. Looking back I realize how lost I felt, it was as if I had lost without even having a chance to prove my worth.

4.0 EVALUATION

At that time I was only doing my job well but nothing else. I had no motivation to do a brilliant job. And that was hurting me a lot to be able to progress. But after several days thinking about what I wanted, I realized that it was normal to feel how I felt about not having the necessary skills yet, but I realized that I still had time to change it and learn from my managers and from internet books.

5.0 ANALYSIS

Thanks to a great search of information in books and internet I have learned about the different learning styles that exist, to know what my style is and to be more aware of it to learn in a more productive and easy way.

4.1 Vark Model

According to the Vark model, people can be classified according to their preference in the sensory modality when they process information, according to this model there are 4 types of learning (visual: when you learn better by watching, auditory: when you learn better by listening, read / write: when you learn better by listening, writing and taking notes, tactile / kinesthetic: when you learn better doing it and moving (Fressola, 2016). Knowing what type of learning you have helps you personalize learning by making you more productive because you can focus on learn using the type of learning that best suits your way of learning making the process easier.

Thanks to do tests on internet I discovered that my learning style is visual, and that the best way I have to learn is by watching how things are done and that is something that helps me a lot in my work because I am constantly watching how my

managers do it and I can learn from there without having to take many notes and making my learning easier, since I am aware of this I am constantly watching how others do it.

4.2 Role Play

Gives us the opportunity to speak in any situation helping to interact in a fun way and learning. Knowing that it is only a role play gives us the opportunity to be more spontaneous and show hidden skills (Chesler, 1966). It helps us to learn by acting in a role that is not real but it gives us freedom to put into practice what we are learning.

5.0 CONCLUSIONS

Thanks to all this new information I know myself better about how to work to achieve my goals, I feel more motivated thanks to the new information I got. I used to feel blocked without knowledge but now I am going to learn everything I need.

I studied SWOT analysis and it was something that helped me a lot.

5.1 Swot Analysis

It is a tool for studying the situation of a person or business studying their internal situation knowing their weaknesses and strengths and their external situation knowing their threats and opportunities (Perera, 2017). Thanks to having a global vision of our strengths, weaknesses, threats and opportunities, we can develop strategies to avoid unnecessary risks in the future.

My own swot analysis:

STRENGTHS teamwork active listening empathy Professional qualification	WEAKNESSES Lack of initiative lack of self-control English is my first language written communication
OPPORTUNITIES Increased demand for highly qualified Increased demand for digital skills Market available to accept new business Use skills in a different way	THREATS High competition High unemployment Health crisis Economic instability Brexit

(Shewan, 2020).

Also study about what smart goals are and Johari Windows:

6.2 Smart Goals

They are objectives that have to be specific, measurable, achievable, relevant and temporary. They are very specific objectives on any topic that interests us (Pilkington, 2016). Setting some intelligent goals we help ourselves not to waste time without knowing what we want, being clear about what we have to achieve helps us to be motivated and work more by putting our energy only where is important, being certain that it is what we need to achieve.

My smart objectives:

- To have a promotion to be manager in my workplace in the next 12 month
- Improve my teamwork skills in the next 6 months
- Increase the salary that I have in my work by 5% working more and better to give a good service and get it in the next 6 months

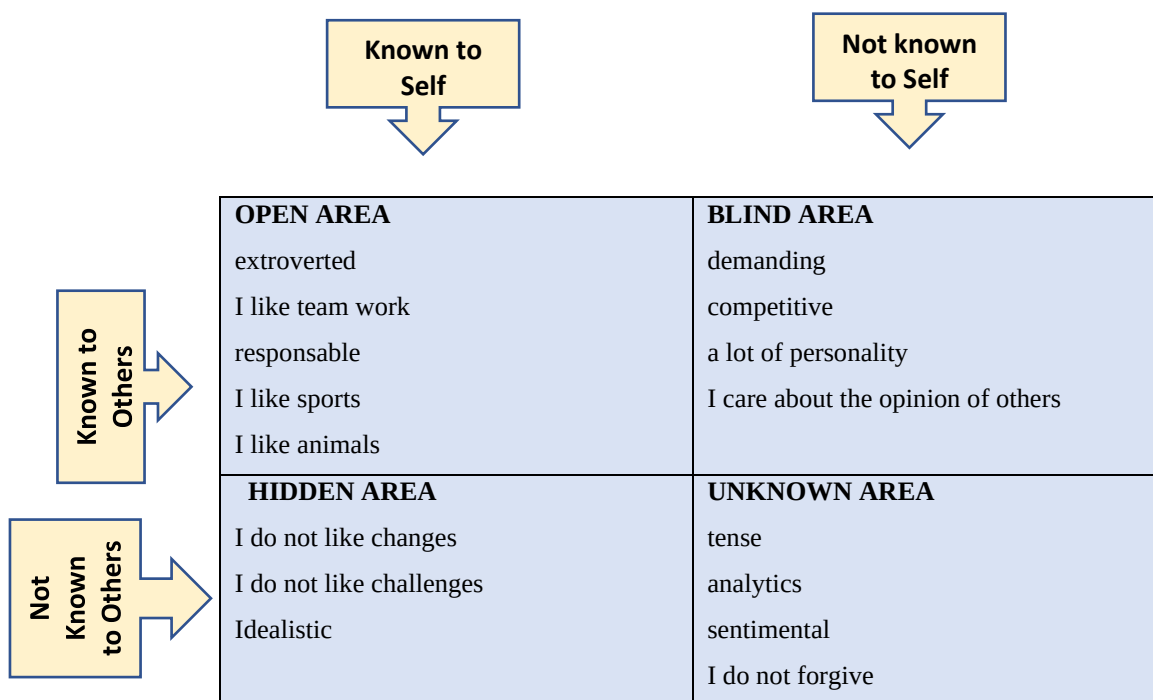
6.3 Johari Windows

It is an explanatory model that serves to have a better awareness of oneself and to know ourselves better by measuring the parts that are known and unknown about oneself, making four quadrants (Suresh, 2016):

- 1- Open Area Quadrant: part of ourselves that others also see.
- 2- Blind area quadrant: part that others perceive but we do not, what others know about us but do not tell us.
- 3- Hidden area quadrant: what we know about ourselves but do not want to share.
- 4- Quadrant unknown area: mysterious part of the subconscious that neither oneself nor others can perceive.

It is a useful tool because we can use it in any area of our life that helps us to know ourselves better thanks to the perception we have of ourselves and the perception that others have of us. This helps us to know what things we want to change and what things we like about ourselves.

My own Johari window:



(Vanvalin, 2019).

7.0 ACTION PLAN

From now on I will make sure to act differently from how I had acted in the past, I will not let myself be demotivated by things that are not important and I will use all the techniques learned to advance my personal development to achieve my goals. Studying everything that in the past I did not want to study. Now I know how to avoid mistakes thanks to several techniques that I learned I will be more aware of myself and I will know myself better following every single day the personal plan to achieve the objectives I set.

I have many aspirations for the future and something that can help me achieve them is to create a personal development plan (Spruce, 2020).

7.1 Personal Development Plan

It give us a deeper understanding of our performance , developing abilities (Cottrell, 2015).

	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame
My Goals To have a promotion to be manager in my workplace in the next 12 month. Improve my teamwork skills in the next 6 months	I want to see all my proposed objectives achieved within a year	I want to have managed to develop the objectives that I set for myself and improve myself with new challenges	I want to have personally developed by having my own business and being successful

Increase the salary that I have at my job by 5% working more and better giving a good service and get it in the next 6 months			
Skills and Knowledge to be Learned Respect people, create good work environment, motivate people to improve their skills, provide leadership, knowing members of team, define expectations and ensure they are met (Armstrong, 2019) Communication, conflict management, listening, organization, respect, delegate, time management (Doyle, 2019)	To be successful by obtaining the necessary knowledge for my professional career.	Feel comfortable using the new acquired knowledge daily	Be smart enough to learn new things every day to use in the future

Listen to all the advice of my managers and study on my own by reading books (López-Fernández, 2018).			
- Next Steps Finish the next university course in 1 year Read books on internet about teamwork in the next 6 months Actively listen when my managers are teaching me to improve	I would like to have finished the first year of university with all the necessary knowledge to apply in my workplace to work better	I would like to have a better job position thanks to new knowledge	I would like to be apply all the knowledge learned in my own business, going to business and management classes
Resources Free time, extra money, a balance between my personal and professional life	I would like to be focused on my work to achieve my goals but without forgetting my personal life	I would like to have achieved a balance between my personal and professional life, being successful in both	I would like to have enough free time to be relaxed and not worry about achieving my goals quickly
Time Schedule			
When will I start?	I will start in 1 month	I Will start in 1 year	I Will star in 2 years
When do I expect to finish?	I hope to finish in 1 year	I hope to finish in 2 years	I hope to finish in 3 years

(Bridges, 2019).

8.0 CONCLUSION

As we see in this work, using the guide of the reflective models (Gibb model) to do a reflective writing where we establish employment goals in a reflective way being more aware of what we want. This report is about to do a reflective work using different techniques to understand our future plan and how to get the goals.

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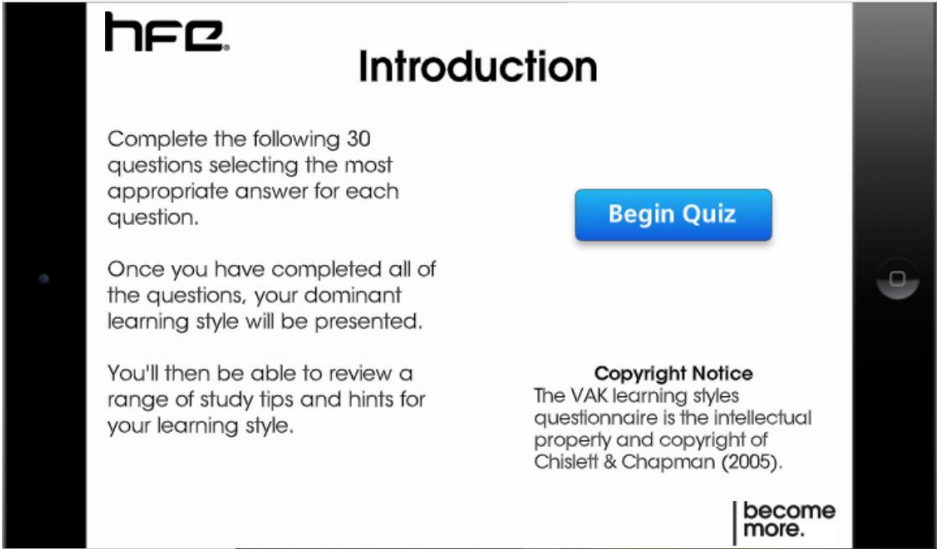
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10.0 APPENDIX



The screenshot shows a webpage titled "Introduction" by HFE. The page has a white background with black text and a blue "Begin Quiz" button. The text describes a 30-question quiz to determine dominant learning styles (VAK). It also includes a copyright notice for Chislett & Chapman (2005) and a "become more." logo in the bottom right corner. The page is framed by a black border on the left and right sides.

HFE

Introduction

Complete the following 30 questions selecting the most appropriate answer for each question.

Once you have completed all of the questions, your dominant learning style will be presented.

You'll then be able to review a range of study tips and hints for your learning style.

Begin Quiz

Copyright Notice
The VAK learning styles questionnaire is the intellectual property and copyright of Chislett & Chapman (2005).

become more.

hfe.

Learning Styles

Review the results opposite to reveal your most dominant learning style(s) - it is possible to have more than one!

When you have identified your dominant learning style (highest score) click on the relevant tab to reveal the explanations of how best to structure your learning and development for your needs.

	=23
	=0
	=7

become more.

hfe.

Visual Learners

Someone with a **Visual** learning style has a preference for seen or observed things, including pictures, diagrams, demonstrations, displays, handouts, films, flip-chart, etc.

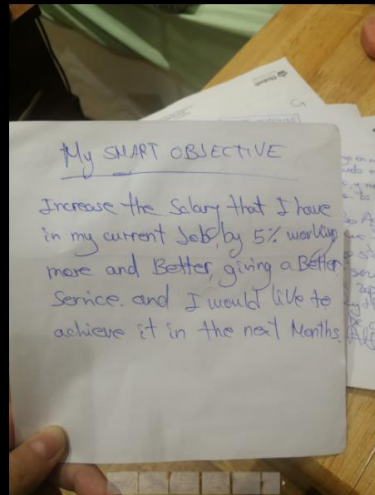
These people will use phrases such as 'show me', 'let's have a look at that' and will be best able to perform a new task after reading the instructions or watching someone else do it first.

These are the people who will work from lists and written directions and instructions.

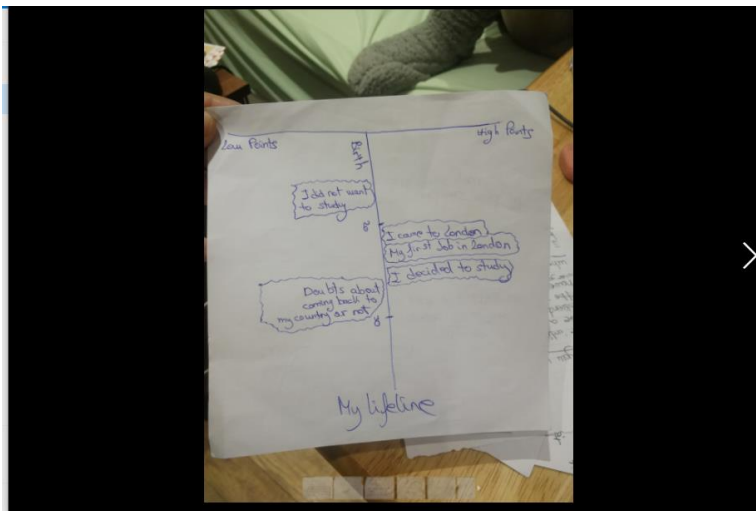


Back

become more.



Datos adjuntos seguir



SMART OBJECTIVE

Specific Measurable Achievable Relevant time-Bound

Specific: I want to be the best student in class and get the best marks of the class, this year

Measurable: use Metrics

Achievable: obtain target

Relevant: My objective is to increase 5% of the business revenue in next 6 months

Why should we hire you?

I have a lot of experience working in Indian Restaurants and another of my strengths is creating connections with the customers and with my team, especially with the customers in order to gain their trust because if they trust me they will also trust our product.

Why do you want to change your current job?

Our team was very consolidated but unfortunately the company was small and we always had the same clients, making the development of new skills not possible because the objectives were always the same.

Why do you want to work in this Company

I love Indian food and I think I have a good knowledge of its ingredients and how to treat the type of customers that you have. I am very good at creating all types of sauces you need good teamwork to satisfy the demands of ^{your clients} where do you see yourself in five years?

where do you see yourself in five years?

I will like to increase sales by at least 10 percent in the next job I have. I would like to increase my knowledge thanks to the new knowledge learned by meeting new colleagues.

I will like to increase sales by at least 10 percent in the next job I have. I would like to increase my knowledge thanks to the new knowledge learned by meeting new colleagues.



Elizabeth
1-800-441-1111

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- where do you see yourself in 5 years

I see myself working for this company
having managed to increase the volume
of sales and with a great work team
where each one is totally effective and
having the confidence of the employees
that if they work well, the managers
are going to support them just as they
support to the company

Smart
Smart objections
Questions

Datos adjuntos siguientes

- Tell me a difficult situation at work and how did you deal with it?

I remember a very busy day where we were short of staff and my only manager at the time on the floor was trying to calm down a very aggressive customer outside. I was alone and my manager would not come back soon so I tried to stay calm and work as if everything was fine showing normality to the customers to get on with all the tables were attended ask for help from another manager who was always late and inform him of the fight.

