

Professional career development

Reflective report

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Introduction

My name is Gyorgy Vegyinas and the purpose of this reflecting report is to analyse my professional career development through Kolb learning cycle, my development plan and SWOT analysis taking in consideration my personal weakness, strength and the areas where I need to improve and how I can develop different stages to achieve my goals. Moreover, considering my two stages goal, first to achieve a job as building manager assistant and second, improving my skills to achieve a building manager position. Additionally my previous work experience, as security guard team leader, concierge, cleaner and estate operative, maintenance; skills as team leader, good organiser, team and individual worker, good time management, critical thinking, analytical skills, self-awareness; qualification as security guard and baccalaureate are my present tools to help me through my journey.

Reflexion

To reflect on my own report, I will use Kolb learning cycle to analyse my skills, to reflect how effective was and how I used these skills, my outcome from what I done and what I will do differently next time, and how I will use these skills in a different way. Regarding my previous experience, I must look back at those years when I worked as security guard in different areas like warehouse, insurance companies, business centres, banks, and local councils. During these years I had opportunity to acquaint in different work processes such as team leader, when I had to lead a group of twelve of my colleagues with a wide range of responsibilities. These include making rota, dealing with my team holiday request and sickness, making sure to cover those shifts who are sick, dealing with different customers' requests, complains, maintain contact between the management of my company and the management who were work, making reports each week about our activity. I learned how to maintain a high discipline, time management and critical thinking both on me as on my team during this period because before I was them colleague and we've maintain a good relation and I was afraid how we will continue after my promotion.

Luckily, they have been accepted my leading and our relation became stronger and we were a successful team for long time. These experiences can help me in future, considering my intention to be a building manager assistant and later manager, but I need to improve them in accordance that these skills I been used in my own country. So I must to adapt myself to my new circumstances, to something quite different point of view, a whole new way of thinking, to another way of communication and finally I have to finish my studies to be able to pair my experience with my educational background. Kolb learning cycle is when students gain the knowledge and understanding from each new experience by four stages in continuous pattern (University Wire, 2020). My concierge jobs help me to improve my customer service, dealing with parcels, emails and customers different kind of issues and complains, maintain a good relation between management and customers, contractors, couriers and all levels of visitors, using office devices and so on. However, I gain experiences in different kind of emergency situations such as fire alarm, water leak, thefts what require to co-ordinated with different kind of organisations such as fire brigade, contractors and police what help me to gain good organising skill. These experiences help me to gain quick reaction in emergency situations. Moreover, during my security guard and concierge jobs I had opportunity to patrolling which had helped me to know, what are those security areas where I have to focus such as doors, windows, locks, lifts, stairs, and so on. As well during these times to check the buildings, in regards with previous mentioned emergency situations. These experiences will also contribute to my plans, to achieve the positions of manager assistant or even manager. I have enriched my experience by doing estate operative jobs too. During these times I had opportunity to supervised and get an insight into those works such as keep clean and tidy the bin stores and related areas, gardens, to cleaning doors and windows frame, metal surfaces and car parks. As long I was able to keep away the rodents and different insects, I done good job. I had opportunity to complete COSHH training what chemical safety training what help understanding how substances and mixtures of substances can harm health. After that I completed this course, I was able to ensure that our business complies with regulations. Furthermore, I had to organise my daily duties to be able to fulfil the estate necessities, so I gained a good time management skill. My building manager has bought a sweeping machine, to be able to provide a clean and tidy environment, so I had to do another course to learn how use safely this machine. Since then I was more effective and more productive regarding the street and car park cleaning into estate. Of course, when the estate has faced with water leak, we were mobilised to prevent damages and protect environment until the contractors arrived, by using buckets, mops and so on. Another area where I had opportunity to work it was cleaning such as soft and hard surface, carpet soft and hard surface, doors and windows. When I say soft and hard surface I referred to hovering and mopping, but when I say carpet soft and hard surface it means for me to learn another skill to use the carpet cleaning machine. This experience it was important, because require chemical knowledge (COSHH) and due that I was in many places to clean soft carpet, I had to adapt myself to different buildings because the cleaning machine it was too heavy to clean stairs. I was in the same situation when I clean hard surfaces such as tiles, marble and so on. When one of my colleagues can come with me, I

had easier life. Of course, my company had use eco friend chemicals, so I was not afraid from contamination, but I had to be aware about the mixtures of chemicals what could have damaged the carpet. However I had to organise and manage my time too because my manager has asked me to estimate how long time I needed to complete a specific job, after he shared with me the buildings parameters and the area what I had to clean. Sometimes, he just told me that I had one week to finish a job. This it was a challenging time for me because sometimes I just drive from one place to another due the miscommunication in the main office, what has been culminate in unfinished jobs. Overall, these jobs helped me to understand how complex, multifaceted and structured a manager position can be and how many invisible and unprecedented problems can occur. I am sure that I must learn and improve myself, but I am happy that I had these opportunities during the past period. Finally, my last job what can relate with my plans for future is maintenance. I had possibility to work in many areas such as painting, locksmith, plumber, welder and many others. I worked with many colleagues and I can learn dozens of professional tricks, what can make my life easier when I was alone for a job. Furthermore, those experiences what I gained will help me in my future career as manager assistant and manager positions to be able to estimate the amount of time what is necessary to complete a specific job. It is interesting, when I was worked in my previous positions, I not realised that these jobs will paving my career and will be able to help me to build the further. However, to be able to monitor my career I need to build up a professional career development and I will need to follow it step by step. First, I will reflect on my plan to become a manager assistant and the second step will reflect to my future manager position. To achieve the manager assistant position, I will have to finish my Certificate for higher education skills for the workplace course. During this course I decide to interview at my work place my manager assistant about those technics what I will need to be successful in this field. Of course I need to increase my knowledge about more relevant areas such as professional language skills, professional oral and writing communications, to understand how technics can put into practice, how to approach to different problems, how to deal with them and how to solve them according to our company regulations, strategies and policy. To achieve all this plans, I will need different resources or supports. My first resource what will help me through this way is the university. I thought on it many times where I will be now if I had not started my studies. I know probably I still have me workplace but how much poorer I would have been, I mean regarding with those materials what I learned so far. The university helped me to understand another way of thinking, helped me and taught me that skills what are essential to achieving my first goal to become a manager assistant. My second support who is been helped and still helping me is my manager. When I stared my studies, I been informed him that the studies will be on afternoon so my job will not be affected, due that I am working constant morning shift. When I received my schedule from university and I saw it that will be at morning, I was sure that my manager will not allow me to continue. So, when I stood in front of him and I told him my schedule he thought for a while and finally asking me how I would like to sort out this problem. Fortunately, together we were finding out the way to be able to continue my studies. Since then he always asks me about my studies. My third support is my manager assistant who were

promoted from concierge position. It is a good example for me because I see that it is possible to achieve my first stage. In another way he always explains me some stages of his duty knowing that I would like to become manager assistant. Moreover, sometimes he shows me what he is talking about, so I have opportunity to join him and gain experimental lessons. My fourth support is my family knowing that is not easy to balance between job, study, and them. They are patient especially during the assignment periods when my time is limited, and I need to focus but they are cheerful when I completed a term successfully. My fifth and last supporters and examples are my lectures, because in these difficult times they are willing to continue to teach, they are share with us week by week valuable hints to be able to continue and finish successful our term. All my respect is theirs. During my journey through this plan I will need some criteria what will help me to succeed. One of these criteria is endurance what I need to help me through these years during my studies. I must strengthen myself to be able to cope with different problems what will arise. I will need diligence too so as not to lose my momentum. It was a big decision from me to sit back in bench and to start to study again so I would like to feed my motivation. I will need sturdiness so that nothing distracts from my goal. I need sturdiness to give up on fun and from a lot of things that could distract me. Finally, I will need tendentiousness to be able to continue my studies even if I face with difficulties. I need clear visions to be able to imagine myself in those positions what I like to achieve. If I remain determined about these criteria and I will finish my studies I am sure that I will succeed and when I will remember to past years, then I will know it is worth it. In addition my target days for review and completion are to finish the CH skills for the workplace by May 2020. Interview with my manager and manager assistant about problem solving technics, communication and so on by July 2020 combined with two weeks volunteering. Achieve a manager assistant job by December 2020.

Learning styles and self-motivation

During my studies I observed that I prefer visual learning style combine with kinaesthetic style. I will have advantage from both of them when I will achieve my dream jobs, but in a mean time I would like to accelerate myself to acquire more experience in Mumford and Honey learning style. According to Mumford and Honey (1992, pp. 10) the four manner is a comfortable process in the consecutive learning cycles and depict contrast in learning advantage and naturally highlight the grade on each loop, in other words the thinking bearing coincidence with reflector and theorist, the doing bearing provides to concurrence with a mixture of activist and pragmatist. The next area what I will touch is self-motivation the power what drive us toward our dreams the power what drives scientist, explorers, athletes and many others. In some way every people needs to be self-motivated because day by day we have smaller or bigger goals. I feel that I am enough self-motivated because I started my studies at university and set high enough goals for myself to achieve it. But there are four factors what can help me to develop the strongest level of self-motivation to feel

myself unstoppable. So these four factors are 1. Self-confidence and self-efficacy, 2. Positive thinking and positive thinking about the future, 3. Focus and strong goals, 4. Motivating environment. About my self-confidence in brief, I am happy that I can achieve my actual level of success. I am over two terms and I look forward to my next academically year and together with this feeling is growing my self-efficacy. My positive thinking is like a cup of half water what is always half full. My positive thinking about the future is I know that I can achieve my two goals, first to become a manager assistant and second to become a manager. I think these two are enough strong goals considering that I had to change my point of view, my way of thinking due that I came from another country with different aspects of viewing things and with different tongues. But I feel that I cope well with my new environment, my new tongue. Now I have to focus stronger so that nothing can be diverted me from my path. The final aspect where I must to focus is the motivating environment the external power from which I can draw. If I think back from where I started from (and here I think to my own country, city, school background and so on) and where I arrived, if I think about my way, if I cannot inspire myself from my environment probably I will never arrived where I am right now. My first jobs in UK been motivated me because my salary was more higher than in my country but at the same time I wanted more than minimal wage, and now I working for living wage but at the same time I would like to achieve more. Motivating environment is my work place because my manager allowed me to start my studies next to my job. My colleagues knows that I study and always asking me about my courses and about my marks together with my manager. I feel lucky myself in such as positive environment. According to Ackerman (2020) the role of our ability to understand ourselves, connect with others, and successfully achieve our goals highlight an important aspect of the relationship between self-motivation and emotional intelligence. Of course I can and I will benefit from the rest of the learning styles such as visual because how I mentioned before I am more visual person due that I understand better if I see a picture, chart or video but I understand well the verbal instructions too. At the same time when my manager gives me a task is always verbal what it means that I must to be a good auditory learner. The kinaesthetic side of the learning style is interesting because day by day I have to solve real life problems at my work place. Moreover I am a writing learner too because during my courses at university I made notes what helped me during my assignments'. The loud reading part of this learning style is far from me although I know that sometimes is effective, especially when I would like to memorize something. Learning is greatly influenced by the fact that each learning style can be measured and that the teaching technique is compatible or different from the student style (Santo, 2006, p. 73-88).

Models of theories for personal development plan

There are several models or theories for personal development plans such as SWOT analysis, SMART objectives, JOHARI window or FORCE FIELD analysis. From all of these I will apply SWOT analysis to reflect on my personal development plan. Of

course I will touch briefly the rest of the theories just for explanation. So the SWOT analysis contains four aspects what can influence the area where this theories is apply. These four aspects are: Strength, Weakness, Opportunity and Threat, moreover two of these aspects are internal and two are external. If I apply these to my future career I can be stated that between my **Strength** aspects I have good organiser skill due to my previous team leader experience what is another aspect, my security guard, concierge, cleaner and maintenance skill is as well one of my strength as I have insight in those areas what is needed to be achieve my goals. Additionally my good time management and critical thinking skill is also my strength. My **Weakness** aspects are the follows; I have no experience as building manager assistant and as building manager. Furthermore I have no qualification to achieve these stages. Instead I have more **Opportunities** which are; I attended my courses regularly and I will attend in future, I have opportunity to finish my courses and gain those qualifications what are essential to achieve my goals, I have opportunity to be volunteer to my own company during my holiday to have a bit experience in these areas and finally the opportunity through my present company to be promoted like building manager assistant and later like building manager. My present **Threats** are the qualification what I do not have yet and those candidates with qualification and who are more experienced than me. Another tool is the SMART objective or SMART goals in which each letter is a stage to our goals. **S** is specific, I have to be specific in my goal (achieve building manager assistant and building manager), **M** to be measurable (hopefully I can start my year 5 in management and leadership), **A** to be achievable (if I finish my courses I will achieve my goals), **R** to be realistic what mean I can achieve my goals, **T** to be time framed what mean in the next three years I can finish my studies and I can find my dream job. Another tool in our hands it could be the YOYARY window. This model is about a window with four aspects such as Arena, Facade, Blindspot, and Unknown. The arena side is those things what we know our self and what knows others, the facade side is known for our self but unknown to others, the blindspot is unknown to our self but known to others, and finally the unknown what is unknown for us and for others too. According to Morgan (2017, pp. 29) the main ideas of this concept came from the fact that in general when we meet new peoples we are conceal everything what we do not enjoy about ourselves and in general people do let us know what we are enjoy to not upset us. The last method is the FORCE FIELD analysis what can help to perceive the aperture between our present experiences, knowledge or proficiency to that one what is require to achieve a new desired skill (Morgan, 2017, pp. 28). Example; it can help me to identify what I skill need to achieve a building manager assistant or a building manager, to see what skill I have right now and what I have to improve to achieve my goals.

Employment goals

As I mentioned before my primary goal is to achieve a job as building manager assistant. Taking in consideration my previous skills, experiences combined with my

academically studies will allow me to be successful in my journey. Moreover looking ahead to my distant future after to achieve my building manager assistant position I will prepare myself for the next goal. In the mean time I will focus on those technics, tricks what will help me to be well prepared. I will be an active listener and I will work on to understand my each step, each decision, and each reaction to different problems. I will must to understand why I acted in the way what I done. I have to be determined each minute of my life and I believe that I will be able to gain a job like building manager. I have to imagine and see myself on both positions what I would like to achieve. With a health confidence I am sure that there is one job on each position for myself.

Conclusion

Finally in this part of my reflection I will talk about my action plan to achieve a building manager position. To achieve this goal I must to finishing my studies in BE HON together with my Mastery degree. I will have to understand dozens of management technics and as well how they are work in reality. I Will have to learn how to put them into practice, how to build up my building manager skills. During this time I will need support from the university, to attend the courses and from my lecturers to draw as much as I can from each session. Moreover I will need support from my future manager to encourage me and to allow me to continue my studies. Finally I will need support from my family to encourage and inspire me to not give up. My success criteria to achieve my goal first I have to be determined to continue my courses. I will need patience because each journey starts with a step. I will need to be ambitious to dare big dreams. I will have to focus along my journey so that nothing distracts from my goal. I will must to learn a lot, not just academically but practically too to be able to convert what I learned into practice. I will have to practice what I learned to became an experienced building manager. Finally to achieve all of these I will need target dates. My first date is to finish my studies by May 2024. From 2021, semi-yearly to interview with a manager and regional manager up to 2024 about new management technics, ideas and if is any opportunity to take part in different projects what can draw me closer to my goal. Starting from July 2020, four years in row to be volunteering in different management offices into the same company, to have introspection in different management styles, different duties, and different problems from which I can draw. These opportunities will be good to build my relations for the future, to learn from different building managers, different skills, and point of views. Hopefully these criteria and stages will be enough to achieve those positions for what I learnt and for what I will learn in the near and distant future.

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