

BMSW4005 - Professional Career and Development

Final report

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Introduction

The purpose of this report is to provide the overview of my learnings throughout the module in Professional Career and Development. One of the main reasons that I decided to take this course was to help me to develop my knowledge and skills further and learn more on how I can provide as much as I can effectively in the workplace.

A brief overview on the lifeline of how I got here and the dream career I want to go into which is cabin crew, I did related studies in aviation, travel and tourism in college. This was because I always wanted to travel whilst working at the same time. The responsibilities that cabin crew members have always amaze me as many people don't know what the role brings such as first aid, evacuating everyone off the plane first before themselves and for completing a flight report for every journey. I am on a journey of getting there and for now I have worked in retail and now customer service working from home to build my communication skills.

My reflection on the role play

To carry out my reflection on the role play I will be following the Gibbs reflective cycle.

Description: The task was for each person in the allocated pair to carry out a role play of doing a job interview. It involved doing a mock job application form (appendix 1) which was based on a job description we ourselves created along with the requirements needed for someone to get the job. Then exchanged the job application form with each other and then came up with 5 different questions to ask when playing the role of the interviewer.

Feelings: I found the task very valuable and a useful exercise to carry out. When filling out the mock job application form it felt very realistic and felt familiar to my past experiences when I applied for jobs. When we did the role play live, as an interviewer I felt confident and aware of my position as I knew what job description my roleplay partner had written down as well as the questions that I had prepared to ask them. Playing the role as an interviewer gave me the realisation that it is a difficult job to keep up an appearance and to provide neutral responses and body language to the person being interviewed as you don't want to provide them with any wrong impressions. We then swapped and feelings of anxiousness and nervousness started to form. I personally found it more stressful being in this position because a job interview is where you present yourself to a potential employer and this is where they have their full attention on you and they gather their first impressions. With some areas of the interview questions that I was asked, I struggled to answer in a brief and direct way. It was hard for me to organise my thoughts that came to mind when I was asked a

question and sometimes I got worried that my answers were not exciting or there was too much irrelevant information that I was responding to the interviewer.

Evaluation: Compared to my previous experiences with job interviews and applying, I have been used to doing it in person and face to face. It was an interesting experience for me as this allowed me to understand and to see what a real interview would be like if it was done digitally and remotely instead of in person like usual. The role play helped me to know the importance of how to professionally interview and be interviewed, how to interact through looking at my webcam and still continue to look presentable on camera as I would when doing an interview in person. I think in the role play that I could have built more on my answers to some of the interview questions and done more preparation in advanced which I will make sure to do in future for job interviews. I am grateful that my role play partner was understanding and they provided me with some good feedback on my answers.

Conclusion: Overall from this experience I should do more research on what other potential questions I could be asked and which questions I should always be prepared for. I found a useful Glassdoor article which helps to provide more information on why questions or asked and how best to approach them. Also doing more career specific interview question research would also be helpful for me to learn and I was able to find a page with Cabin Crew questions on Aviation Dreamer which had questions from the Emirates assessment days that they hold which would help put me in a strong position if I wanted to apply for their roles.

Action plan: I now know how I should be preparing for them and what mistakes I made from this role play to avoid. I will look to practice more with family or friends and prepare my answers in advance so that I don't get overwhelmed or stuck on how to answer any questions in an interview.

Skills and knowledge needed to work effectively

To have an effective working team and workplace, there are two main models that we discussed in the module.

The first is the **Johari Window Model** and the name came from the creators Joseph Luft and Harry Ingham. This is a tool in the workplace that brings things like self awareness, improving communications and relationships between peers. In the **Johari Window Model**, there are four areas in the window: (1) open area (2) blind area (3) hidden area and (4) unknown area.

The **open area** refers to things that are known by me and that I am willing to share with others. Trust can be built on this when other people within a team share their things about themselves in the open area. The **blind area** are things that I do not know about myself, but others have picked up. To be able to make things visible and known to me, and for others in the same position, they should look to speak to people who they spend most time with for an understanding of what good or bad things they don't know about themselves. The **hidden area** are things that I know about myself but do not want others to know on purpose. This is the hidden area and where things that might not be appropriate for work can be kept in this area, which is important to keep communication in the workplace appropriate. Finally there is the **unknown area** where things are not known to anybody. Over time the size of these areas can change and when being given feedback from someone or sharing parts of your hidden area, your open area can increase, and if other people on your team do the same then this can help make the bond stronger.

The second model is the VAK learning styles. It is a model which aims to categorise people into learning best through either visual, auditory or kinaesthetic style. Someone who has a visual learning style prefers to be able to see things like pictures or diagrams and like to be shown how to do certain things. Being an auditory learner means that they prefer to be spoken to and learn through listening to others or sounds to remember certain things. Finally having a kinaesthetic learning style means that a person prefers a practical and hands on approach to learn things.

My readiness for employment

I would consider myself as the learner who prefers physical touch which in VAK is known as visual and kinaesthetic learning styles so to take a dive into what I myself and how I take in information to better improve myself and progress.

Right now I am which is training for a new job role I recently applied to, I have found that training is difficult with a lot of systems to manage and in this area I do see myself learning much better when I get hands on approach to the subject of using dummy systems to practice my ability to visually and physically memorise the processes of the systems which is a kinaesthetic style. However it also helps a lot when I watch others take part in the action learning as I then know how I can improve the way I perform so I believe that also makes me a visual learner. I have found this quite useful to understand best on how I like to learn new things and it made me realise I am a mixture of the two.

Self motivation

Self motivation is important to help you to achieve the goals and things that you want in life. It can be from internal drive or external factors that cause you to do actions towards a goal even when things are hard. It can affect both your professional and personal life. Internal motivators are things that motivate you to do what you want to do and means that you are happy with doing these things. External motivators are things that relate to having a reward or punishment for reaching your goals.

Personally for me I think that I have some form of self motivation, but I know that I can do better and achieve more. I sometimes struggle to think about the future and how I can improve and I am always trying my best to learn new things and put my best effort into my job and work and have an open mind that if I am not succeeding to be kind to myself. Sometimes I can be pessimistic and can lack self confidence which are factors that can lower the amount of self motivation I have, but I am working on improving this. Things that motivate me are being able to have a financially stable future and enough money to be comfortable in life. My family, friends and partner also all help me to be happy and confident in myself to keep pushing forward.

My personal strengths and areas for further development

I have conducted a SWOT analysis below.

<u>Strengths</u>	<u>Weaknesses</u>
I try to be inclusive and to make others feel comfortable to open up to each other so we can rely on colleagues at work when support or cover is needed. I have been told that I am quite perceptive and other colleagues do appreciate that I can pick up on these signs. I possess the ability to speak 3 languages fluently and I find myself proud to manage to not forget them - knowing more than English is always a benefit as an employee in the workplace being able to assist others.	I struggle with getting used to a new environment and new people at times. As a result I find myself zoning out when my attention is not there. I try to stay positive as much as I can, however I sometimes find that my feelings take over me and it is difficult at times to ground myself. This makes me want to withdraw from people before they get to see what I can offer

<u>Opportunities</u>	<u>Threats</u>
At my current job position I found that there is availability to apply for the team leader role so with confidence I can see myself supporting others in a team. We also have a large amount of resources on how to improve and develop myself in the workplace. At my workplace I find myself being accepted for who I am and I strive at being the best version of myself with the policies they have in place to be aware of the LGBTQ+, BLM community which protect basic human rights.	Unfortunately my confidence has always been my own setback from achieving what I deserve and I have been working on improving my self confidence. I find it is difficult trying to apply for higher roles such as team leaders knowing how much experience and knowledge others possess at the same job that I lack. I find that I always compare myself against others which lowers my confidence.

My employment goals and a personal development plan (PDP)

My dream career would be to go into the aviation, travel and tourism industry where I am able to work as part of the cabin crew for a well known airline. Currently however, I would like to continue to develop myself further in my current job role and try to progress as much as I can internally.

To set goals, you need to make sure that they are SMART - which stands for: Specific, Measurable, Achievable, Relevant and Timebound. I have several goals - my long term goal within a year is to become a team leader in my workplace. In 6 months I would like to be confident in my new role and have the knowledge to handle all types of cases I could come across. In 3 months I want to be able to meet my performance expectations without any support. Please see my personal development plan on the next page.

My 3 goals	Long term goal: Become a team leader in my workplace (within 1 year)	Short term goal 1: Have the confidence to handle all types of cases (within 6 months)	Short term goal 2: Meet my performance expectations without manager support (within 3 months)
How will I get there?	To get there, I firstly need to settle in my new job and be confident in my role. Then I can do a training programme to be a team leader which is 5-6 weeks. The programme will teach me the skills that I need to be a good manager and help others.	To be confident I should keep an open mind and keep learning to improve.	I should ask questions to colleagues when I get stuck and learn from other people on how they handle cases.
When do I aim to get there?	I would like to start looking for opportunities by January 2024	I would like to be meeting this goal by June 2023	I would like to start doing this by March 2023

Conclusion

Taking a summary of what has been discussed in this report I would like to briefly explain my experience and learning of this module. I went over a reflection of the roleplay, my learning style, my current goals, realisation of my own personal strengths and how I can improve to avoid my threats and a general idea of what I want to do in the future and how I can achieve it.

I would consider myself ready to take on the challenge to work as a cabin crew in the future however at this moment in time I see myself pursuing my current role and getting a good hang of it gaining experience and knowledge before I pursue my dream job.

References

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What is self-motivation? (2022), *BetterUp*. Online available at: <https://www.betterup.com/blog/what-is-self-motivation> (Accessed 13 December 2022)

Appendix 1 - Mock job application

Private & Confidential Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Cabin crew
How did you learn about this vacancy?	Researched online

1. Personal Details			
Title	Mr		
Surname	Grigorita		
Previous Name	-		
Forenames	Viorel		
Address	1 Blythe Hill		
Post Code	BR5 2RP		
Telephone number	-	Mobile No	07446509964
E-mail address	viorelgrigorita@icloud.com		
National Insurance Number	NA 35832497 P		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes		No	x
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	x	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Yahya Zakaria			
Address	Peninsula Retail Park, Bugsby's Way, London			
Postcode	SE7 7TZ			
Job Title	Tk Maxx Associate			
Dates of Employment	From	August 2020	To	Present
Reason for leaving	-		Salary	10000
Brief outline of main responsibilities and key duties	Successfully handled POS system transactions including credit, cash, exchanges, returns and refunds to ensure accurate cash flow. Meanwhile made sure to deal with customers complaints and report to team leaders/managers if situation elevated. Maintained a clean, organized inventory and curated displays of rotating seasonal clothing and accessories, anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction. Worked in the processing room, welcomed customers and employees when maintaining the duty of door marshal.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Steve			
Address	Peacocks 135 High Street			
Postcode	BR6 OLQ			
Job Title	Employee			
Dates of Employment	From	October 2019	To	January 2020

Reason for leaving	Christmas temp employee/store shutting down	Salary	Approx. 3K
Brief outline of main responsibilities and key achievements	Maintained a clean, organized inventory and curated displays of rotating seasonal clothing and accessories, anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction. Happily, guided customers through the process of successfully finding their ideal styles and sizes. Worked in a team with other employees, as well as gained the experience at the till -dealing with credit cards and cash.		

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
English Literature	July 2019	-	4	GCSE
Russian Language	July 2018	-	B	GCSE

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Cabin Crew and Aviation	July 2020	2	MERIT	City and Guilds

Travel and Tourism	July 2019	2	MERIT	NCFE
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CPD / Training and Development

Brief description / course title	Date Taken

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

Volunteered in Mind Charity shop for a year, provided customers with support and assisted manager in different activities.

My biggest interests are outside activities like go-karting, ice skating, axe throwing and other.

Current hobbies consist of running twice a week and as of recent purchase, cycling as often as 4 times a week- as of new bike. Whenever there is enough time, I tend to do Uber deliveries too as a hobby and a side job that keeps me healthy.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current of most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Yaiha Zakaria		
Job Title	Store manager		
Employers Name			
Address	Tk Maxx Unit 1A, Peninsula Retail Park, Bugsby's Way		
Postcode	SE7 7TZ		
Telephone Number	-	Ext. Number	07950377261
E-Mail Address	Yahya_zakaria@tjx.com		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

References			
Name of Referee	Steve		
Job Title	Store manager		
Employers Name			
Address	Peacocks 135 High Street, Orpington		
Postcode	BR6 OLQ		
Telephone Number	-	Ext. Number	
E-Mail Address	-		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

6. Reason for applying
Please detail below reasons for applying for the position including your skills, experience and attributes.

I would Like to apply for this position of the cabin crew as I have strong communication skills, I am quick to adapt and have ability to work with different size teams. I also possess IT skills for example working on Word, PowerPoint, publisher, Excel. I also have the ability to speak, write and read in English, Russian and Romanian fluently. Also have experience working selling items and dealing with credit cards and cash.

Orrientated towards the position I really enjoy engaging with customers and being able to do that in the sky is my dream job ever since I found out about it.

Please specify how you meet the criteria for this role.

I would meet the criteria for this role but using the soft skills like communication and hard skills by being technically capable to handle money and take orders. As of college education I have a variety of knowledge about the industry as I wanted to as informed when applying for the role of a flight attendant. My language skills will hopefully stick out and prove that I could be a really unique, useful and hardworking part of the team in the sky.

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed: VG

Date: 05.07.21

Print Name: Viorel

Appendix 2 - role play questions asked as an interviewer

1. Tell me about yourself
2. I can see you have over 15 years in the beauty industry, what knowledge did you collect throughout the years that would help our company with?
3. You mentioned in your CV that you volunteer for Macmillan cancer support, could you tell me the skills you've acquired there?
4. Why should we hire you for the project manager role?
5. Could you give me an example of when you have taken responsibility in your beauty or nail technician industry?
6. Obscure question: If you would have a superpower, what would that be and why?