

PROFESSIONAL CAREER DEVELOPMENT AND ROLE PLAY

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Introduction

BONTUYAN (2022) discusses reflective essay as the summary of the learning reflection. The whole learning process enhancement can be generated by application of reflective study. The reflective essay is essential for understanding the strengths, weaknesses for further action as well as opportunities for personal study plan. I have completed watching a documentary on the leadership skills applied by Jeff Bezos, the former Chief Executive Officer of Amazon Inc. to enable me to enhance skills needed in the employment sector (Frontline PBS, 2020). The reflective essay can be presented by various models including Gibbs or Kolb. Kolb's learning model involve 4 stages of learning (Wallace, 2019): concrete experience, reflective observation, abstract conceptualization and active experimentation whereas Gibbs model develops learning by incorporation of six stages: description, feelings, evaluation, analysis, conclusion and action plan (Markkanen et.al, 2020). The evaluation and analysis are fundamental for establishment of weaknesses and strengths of learning process. The last part is vital as it summarizes the learning results and aids to determine the future plan for further development. This paper discusses personal experience based on skills acquired both in class and outside classroom that will help in employment path using Gibbs model as well as self-reflection of the role play in a class interview process.

Image 1: Image Showing Six Stages of Gibbs Model

The 6 stages.



Source:

<https://my.cumbria.ac.uk/media/MyCumbria/Documents/ReflectiveCycleGibbs.pdf>

Reflection on employment skills, based on what I have watched online

I. Description

Nisbert and Shucksmith (2019) look at the description stage of the Gibbs cycle as a complete situation with an exception of making conclusion of the learning process. At this stage, the learner needs to give details on the study about what transpired, when, where and the action taken by the learner (University of Cumbria, 2020). Here, am going to look at my leadership skills and styles which I can use in my career advancement as I borrow from the leadership skills of Jeff Bezos. From the documentary, I have learnt different skills and abilities that a leader should have for efficient running of any organization. As a leader, I will lead the employees through motivating them to hit the goals of the organization. In addition, I will use my skills of communication, Information Technology knowledge, problem-solving and critical reasoning to help the organization maximize its output and growth. Further, I have learnt self-management skills when

presenting in front of an audience. Here, Jeff Bezos was strict in time management and various activities of the Amazon Inc. This documentary aids me in gaining the skills in presentation and get to understand various skills such as communication, time management, IT skills, solving problems critically. These skills will play a fundamental role in preparation of my path to employment.

II. Feelings Interpretation

Interpretation of feeling in Gibbs cycle implies the feeling is interpreted about a thing the learner has observed throughout the study . At this stage, I have interpreted about my feelings in regard to the leadership skills. I feel that a leader should have various skills apart from the skills of leading employees. I must be a motivating factor to my fellow work mates in realization of the organization's goals. A leader has a key role in managing other team mates towards achievement of the company's goals. Additionally, I have a feeling that leadership requires effective communication as the leader has to deal with different people with varying culture setting. If the leader fails to communicate efficiently with employees, then every arrangement will fail. Further, the leader must be in a position to manage various functions of any business and time needed to finish the task. The leader should be able to work in any team efficiently because any leader cannot work in isolation. Teamwork ensures success of the organization within a shorter time as it may entail specialization. Finally, I feel that leaders must be able to make decisions critically; I will formulate various strategies and create innovative ideas and concepts depending on work situation.

III. Evaluation of Outcome

At this phase, the learners work on evaluation of experiences based on both positive and negative things limiting the study (Husebø et.al, (2015). In regards to my experience, the module study and the documentary were good. There are many positive things I have experienced while watching the documentary including data analysis skills and concrete study instructions. Most of the themes have been targeted over the module study including reflection, assessment and feedback, learning of new techniques, motivation skills, timeline delivery and technical strategies. Throughout the study period and assessment of the documentary, I have learnt additional skills and got some experiences for my employment path. I have learnt about the leadership skills through tutors and Jeff Bezos and this will aid me on getting more experiences when leading work mates. Also, I have learnt new such as management of online shops such as Amazon and this can be helpful especially during pandemic times. Such has helped me gain more experience on

information and technology techniques. Besides good experiences during the study, I have faced some weaknesses that I will work on once am employed. I have faced problem of understanding the various techniques of leadership as employed by Jeff Bezos. Hence, I will divulge further as the module progresses with the help of my tutors.

IV. Analysis

Nisbert and Shucksmith (2019) discuss the analysis phase of Gibbs cycle as analyzing both the positive and negative experiences. In the documentary, the leadership skills are shown depending on different skills as well as techniques. During the module study, I have mastered various skills such as collection of data, analysis of the data and constant communication with various people for the purposes of my timely assignment completion. In this report, I have analyzed various items such as communication skills and expression of its importance in every aspect of life. In addition, I have looked at the advantages of time management to accomplish tasks within stipulated timelines. Also, I have analyzed on the need to work in a team in finalization of certain tasks as well as being a motivating factor to work mates to ensure output maximization, which is similar to Amazon Inc. Further, I have analyzed the various techniques of leadership to find a position to signal out the kind of leadership appropriate for the organization and the one geared towards motivating the employees for maximum work delivery. All of these analysis have enhanced my strength in analysis and increased my knowledge in efficient management of activities. Finally, these analyses will aid me in figuring out today's position of Amazon as well as its operating system. The ability to analyze will play a key role in my employment path when the need arises for analysis of various organizations and show position of organizations.

V. Conclusion

In a nutshell, the summarization of the learning reflection is evident. The whole learning procedure enhancement can be established by reflective study. I have noted that the Gibbs learning cycle is vital as it touches on strengths, weaknesses and opportunities of personal plan. I have watched the leadership skills of Jeff Bezos, the founder of the Amazon Inc. The Gibbs cycle shows the six stages of reflective learning: description, feelings, evaluation, analysis, conclusion and action plan. Based on conclusion, more action can be tabled. The module study involving the interview process has helped me all aspects of description, feelings, evaluation as well as analysis. I have shown the related themes of interview and got feelings of various topics of leadership. Thereafter, I have evaluated the outcomes of the interview using proper analysis

technique that will aid me in development of sufficient leadership, management and problem solving skills in my future plans.

VI. Action Plan

According to Husebø et.al, (2015), action plan of Gibbs cycle entails ways of dealing with such kinds of situations if they occur and if any change needs to be done. This phase is fundamental as the learner gets acquainted to the problems throughout the process and the corrective measures to be taken whenever the learner has short of skills or knowledge in any situation (Grant et.al, 2010). Through this stage, the learner can learn better of his/ her weaknesses and corrections for future plans. Through the help of my module study and watch of the documentary, I have learnt that I had shortcomings in efficient communication with my classmates, time management when answering interviewer questions, computer knowledge, working with team mates and keeping an eye contact with the interviewer. Hence, I have to take corrective measures by adopting various theoretical knowledge of the themes. I will have to seek help from my tutors and friends as well as watching more videos and reading journals on interviews and successful leaders as I prepare to seek employment. For instance, as a remedy to IT skills shortcomings, I will participate in various technical programs geared towards improving my problems. Consequently, I have to face all my weaknesses to be more effective in work delivery in the upcoming future.

VII. Recruitment and Selection

An interview is a formal talk that is done with a certain objective in mind and is mainly based on predefined knowledge. Interviews can be useful in eliciting of detailed information, inputs, questions and facts. The format of the interview is based on time limits, intent of the interview and the personalities of both the interviewer and interviewee. The main objective of this part is to self-reflect of the role played as both an interviewer and interviewee in class. The role will help me improve on my weaknesses and identify my strengths for my future development.

As an interviewer and interviewee, my major priority involved asking questions about the interviewee's past experience and skills; my main goal being to collect more information as possible. Also, I wanted to develop a good rapport with the interviewee and gain his confidence (Dipboye, 2017). Since the interview was only 10 minutes long, cramming information at that time was cumbersome. I had the questions based on opinion, case studies, competency and experience verification queries. In building a rapport, I noted the interviewee and I as the

interviewee were already anxious, and we should have enhanced the quality of our conversation to a place where each one of us was at ease for the interview session. Listening skills require acquiring, observing, and understanding. During the interview session, I paid close attention to the interviewee and the interviewer. This helped significantly in subsequent stages of the interview session in terms of inquiring about the skills and work position. As a result of the interviewee's clarity in his responses, I had the ability to analyze actively and use the insights and facts he provided. As well, this precision helped me when it was my turn for the interview. Communication helps in posing relevant questions during the interview process to avoid wastage of time. It is fundamental to listen and pay attention to the interviewee's non-verbal behaviour. During the interview, I asked the question based on STAR analysis (Situation, Task, Action and Result). After the analysis of my interview, I had some areas of improvement whereas my general performance was applauded and received encouraging feedback from the tutor. I will take the following steps to improve my skills: I spent little time on developing the rapport with the interviewee, with more emphasis on questions and the tutor gave me less marks on this. Building a successful rapport is the top most factor in developing interview relationship. I probed the interviewee for more replies to take a decision to suit the interests of the class marks, but rather I would have probed for more answers freely. Additionally, one should evade asking hypothetical queries that will lead to responses out of the topic. Inserting incorrect information into a query can to bias of the respondent's memories.

Role play has a fundamental attribute towards this module study. I had a very nice experience learning of various aspects of the interview session and negotiation. Negotiation depends on communication and participants are encouraged to join voluntarily (Jankowicz, 2019). Negotiation has sharpened my analysis skills and assessment. The interview process has helped to identify aspects that I need to improve to strengthen my skills.

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