



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
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Professional Career Development

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1. Introduction

My name is Laura and at the moment I am working as a secretary for a transport business but I am also studying for CertHE in skills for workplace. Following the role play activity for Professional Career Development task 1 I will write a reflection on personal development. I consider that an effective reflection would be realised using Kolb theory. Kolb's theory has 4 stages learning cycle (1984).

My reflection will also include my career development planning where I intend to discuss my future opportunities, but I will also analyse and take into account what are the employers expecting towards the set skills and experience.

I will continue my reflection with the self motivation topic as it is important for the development of any person. The personal analysis will look at the learning styles and assess which learning style I have and how can I use it to help my development. The reasoning behind is that I am still situated in a learning process and my professional identity is still in development.

My aim is to analyse and increase my self awareness and towards that I will make use of different assessment tools and I will use the SWOT analysis frame to identify my strengths and weaknesses, but also external opportunities and threats.

This reflection will contribute to my self awareness and my development. It will give me the knowledge and tools to establish employment goals.

The last part of my report will be an action plan, personal and development plan which will help me to obtain the skills that I am missing and get the job I want.

2. Recruitment and selection:

2.1. Personal reflection on role play

Kolb reflective model refers to the experiential learning. This model suggest a cyclical system for reviewing and evaluating own experience, concrete experience, reflective observation and abstract conceptualisation. And a forth stage that represents a starting point for a new experience (Kolb, 1984).

The concrete experience is the role play which was first part of the examination for Personal Career Development module from my Cert He Skills course. The role play involved two scenarios, me as an interviewer and me as an interviewee. The lecturer was our examiner marking the format of the questions and answers, but also body language and personal presentation. In my role as an interviewer I wrote the questions in relation to the work experience and skills from my colleague application form, and in my role as an interviewee I answered my colleagues questions. A copy of the application form and interview questions from task 1 can be found in the Appendix.

The Reflective observation is the reflection on the role play, what worked well, what did not work, why did I behave the way I did. The role play was a very good experience for me to have as it made me realised the importance of preparedness for an interview. I was able to read on Moodle information about interviews and how to prepare for interviews. Because of that I was confident and tried to smile, to maintain eye contact as much as possible taking in consideration that the role play was online. What went wrong was that I did not asked questions in my role as an interviewee which I read that is important to do as it emphasises the interest of the candidate. I could have been more engaged in my role of the interviewee also.

The Abstract conceptualisation continues the reflective observation by formulating concepts on ways to deal differently with interviews situations. An interview structure has a welcome and introduction part where the interviewer can shake hands, smile, make eye contact. The next part is the questions part for the candidate, followed by the interviewee's questions to the employer. The questions can have an open-ended or closed format, can refer to probing information, can be hypothetical, behavioural to give own examples. The STAR technique to answer questions as an interviewee refers to situation, task, action and result. This way there is a a logic and easy to follow answer. And a final part where it is thanked for the interview and informed of the next steps.

The active experimentation is the stage where the new knowledge from the previous stage is applied. In my future interviews I will be aware of the structure of the interview and I will use the STAR technique to avoid confusion and repeated information.

3. Self evaluation

3.1. Self motivation

Self motivation is the "ability to drive oneself to take initiative and action to pursue goals and complete tasks" (Repovich, 2021). The emphasis is on the inner force that is a driver for action, for creativity and results. It means that is something that a person wants and not because someone said so.

Self motivation is very important for career development. Is important to maintain focus when is intended to achieve long term goals and keep the initial enthusiasm, vitality and determination. Positive thinking is another factor that builds self motivation. Environment can contribute to the levels of self motivation.

After taking the online quiz on Self Motivation the comment stated that I am a self motivated person and "I make a conscious effort to stay self-motivate" (Mind Tools, 2021).

3.2. Learning styles

Auditory learners

The auditory learning style are the learners that are taking in knowledge through speaking and listening to others. The preference for information that is heard and verbally transmitted can be incorporated in organisational trainings. For this type of learners the instructions should be given verbally or in audio formats (Cotfield et al., 2004).

Visual learners

The visual learning style is the learners preference for taking in information through visual presentations. This learners would prefer to see the material to absorb it better. They also can associate images to concepts, ideas, tasks. The training for this learners can be realised using visuals elements such as graphs and charts, written material, symbols, pictures etc.

Tactile learners

The kinaesthetic learning styles is often called tactile and the learners "doers". This is because the learning to really sink it involves movement and practical applications. The training should involve the learner in the process and practicing (Half, 2016).

I am a visual learner and I prefer to have written information and usage of images in the information that I have to learn. That is why I find Moodle to be an excellent source of information where I can access the material when needed. At work in my secretary job I always take notes, make doodles and symbols that represent information which helps me organise and keep the booking in order.

4. Personal development

4.1. SWOT analysis

SWOT analysis

STRENGTHS	WEAKNESSES
Organised Ambitious Determined Easy to adapt Detail oriented Resistant to stress and pressure	No experience in management No experience in leading people
OPPORTUNITIES	THREATS
Bachelor Degree Long-life learning References for CV Apprenticeships	Internal promotion Competitors Pandemic

The SWOT analysis illustrates my strengths, having important dog skills such as being organised, ambitious, determined, detail oriented and I can adapt easily to new environments, changes. In my job I have to be very organised and precise when I book transportation routes and assign them to drivers. I am resistant to stress and pressure and I am able to keep my focus and perform in challenging situations. My weaknesses relate to lack of experience in management levels and in being a leader. My opportunities with this course is to continue my long-life learning, to obtain a Bachelor Degree and to obtain references for my lecturers for future employers. As a student I can get the required experience in management through apprenticeships. Threats relate to pandemic which is a current situation. Internal promotion is another threat because it decreases my chances to obtain a better job. Competitors refer to other candidates that can have similar or better experience, skills and education than me.

4.2. SMART objectives

My objectives are to overcome my weaknesses. I aim to get experience in management by taking on part time jobs or apprenticeships. Also I intend to do an intensive course for achieving leadership excellence.

Specific: gain leadership skills

Measurable: to do an intensive course

Achievable: this is achievable because I have the resources to do it

Relevant: this is relevant for my CV

Time-bound: this is a full time intensive course for a period of one week starting 1st of November 2021.

4.3. Johari window

Arena: Organised Ambitious Hard working	Blind spot: I can be too perfectionist
Facade: I am not very sociable	Unknown Managing and leading people

The Johari window has four areas: Arena which represents information about myself that I know and that others know it. At my work place colleagues considers that I am organised, ambitious and hard working. This is highlighted in my work as I do not like to do things by halves. The blind spot is the information about me known by others, but not by me. I was told that I can be too perfectionist which I did not know other see me that way. I consider that I am just doing my job as efficient as I can. The Facade area is the information about myself not known by nobody than me. I am not a very sociable person and people do not know that, but I prefer a closed circle of friends. The unknown area is not known by me nor others. I have never a management job and I do not known how I will act.

5. Understanding expectations of the world of employment

According to John Academy Blog (2020) employers look at several skills when looking for potential employees. It is very important to be aware of the requirements when is intended to develop professionally. The soft skills are the skills gained from experience, character traits, career attributes and hard skills are gained from formal education, training.

Communication skills is a the top of the lis as it is very important in an organisation activity. It needs practice to be able to communicate effectively in a team, in a project presentation, in customer service, in meetings etc. Microsoft Excel, Microsoft Office are part of computer skills that are required in many management and administrative jobs. Having relevant experience will give advantage from other job applicants and this can be realised through internships, courses, books. Analytics is a very in trend skill because organisation have started to use digitalisation and to collect data on their activity. Quick learning is a skill that keeps the employee ahead of the game and proactive. Teamwork and Collaboration is wanted by majority of employers because it increases effectiveness. Administrative and organisational skills help to perform on the job. Emotional intelligence is when the individual can put aside own emotions and problems and deal with the task or situation in a professional way. Social media and digital marketing is a current skill because of the latest importance of the internet and every day usage of social media platforms for many activities. Strong work ethic will have a positive impact on the individual performance, on the team and on the business. Problem solving and decision making skills are vital to identify solutions and select the most appropriate (Dyer-Seymour, Battersby, 2021).

6. Career ambitions

My career ambition is to change career and get a job in recruitment. I would like to work in recruitment because I am organised, I can easily adapt to change and I am detail oriented. I believe this skills will help me to perform in an HR position. That is why I would like to get a job as a recruitment researcher. Towards that I need to finish my CertHE in skills for workplace course, to improve my verbal communication skills and try to get experience in this domain. Towards my career ambition I am also planning to take on a leadership course.

7. Personal and Development Plan

Personal Development Plan

	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame
	To get my CertHE in skills for workplace Certificate	To take on an intensive course for achieving leadership excellence.	To get a job as a recruitment researcher
Section 1 - My Goals	To pass all my exams and assignments	To continue my studies	To get experience in HR
Section 2 - Skills and Knowledge to be Learned	Digital Skills and Research Methods Academic and Employability Skills Effective Working and Communication Problem Solving and Decision Making Managing Enterprise in the 21st Century Professional Career Development	Leadership skills	Communication skills Managing people Leadership skills
Section 3 - Next Steps	Write reports Make presentation Role plays	Enroll to the course and get involved to do my best	Apply to jobs in HR
Section 4 - Resources	Financial resources Time allocation	Financial resources Time allocation	Time allocation
Section 5 - Time Schedule	October 2020-October 2021	November 2021	November 2021-December 2022

8. Conclusion

This report has helped me to reflect on the learning experiences from the Professional Career Development module and my career development. It increased my levels of confidence as I now have the knowledge for recruitment and selection and the understanding of own skills and knowledge. Through the analysis realised in this report I am aware of my strengths and weaknesses and I have been able to create a plan of action to achieve my goals. My employment goal is to change careers and work in HR as a recruitment researcher.

9. References

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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	Recruitment researcher
How did you learn about this vacancy?	Indeed

1. Personal Details				
Title	Ms			
Surname	Mihai			
Previous Name				
Forenames	Laura			
Address				
Post Code				
Telephone number		Mobile No		
E-mail address				
National Insurance Number				
1a. Additional Information				
Do you hold a full, clean driving license valid in the UK?	Yes	Yes		
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	Yes		

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	MIHAIV LTD			
Address	N/A			

Postcode	N/A			
Job Title	Secretary			
Dates of Employment	From	01/04/2020	To	Present
Reason for leaving	Still working at this company	Salary	27000	
Brief outline of main responsibilities and key duties	Responsible with organising files and preparing correspondence, coordinating and scheduling, booking work orders for transportation, answering calls			

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	THE MOON ON THE HILL			
Address	N/A			
Postcode	N/A			
Job Title	Waitress			
Dates of Employment	From	1/03/2018	To	01/04/2020
Reason for leaving	Accepting a new job	Salary	24000	
Brief outline of main responsibilities and key achievements	Greeting customers, taking orders, serving food, , giving advice on the menu, assisting customers			

Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving	Moved outside London	Salary		

Brief outline of main responsibilities and key achievements				
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Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving		Salary		
Brief outline of main responsibilities and key achievements				

Please continue on a separate sheet if required.

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	
Baccalaureate Diploma Demostene Botez Highschool	15/06/2016		8.20	N/A	

Further/Higher Education Qualifications					
Name of Qualification	Date Gained	Level	Grade	Awarding Body	
CertHE in skills for workplace	01/08/2021	4			

Professional Qualifications					
Name of Qualification	Date Gained	Level	Grade	Awarding Body	

CPD / Training and Development	
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Brief description / course title	Date Taken

4. Interests and hobbies

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

I enjoy going for walks with my family and my baby and love travelling.

5. Referencing			
Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees			
References (Current or most recent employer)			
Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address	T		
Are you willing for this referee to be approached prior to interview?	Yes No		

References			
Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
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 am a creative person, detail oriented and very organised. Also I can adapt easily to different situations and I am able to work under pressure. My current job position as secretary helped me with getting experience in managing people and time management.

Please specify how you meet the criteria for this role.

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:

Date:06/07/2021

Print Name:

Laura Mihai

Role Play interview questions

1. Why are you applying for the team leader position?
2. Do you have any experience in managing people?
3. How would your team members describe you?
4. What is your preferred method of communication and why?
5. What would you improve the team performance?