

Portfolio of work

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SWOT Analysis

Strength	Weakness
• Strong communication skill • Adaptable attitude • Quick Learner • Strong time management skills • Team player	• Friendly and polite • Mis-management
Opportunities	Threats
• Public speaking • Cross selling • Public Relations	• Fast growing industry • New inventions • New technology

Personal Development Plan

A personal development plan helps us to identify our goals, what do we have to do to achieve those goals, our strengths, and weaknesses, the weakness that we have to overcome, and the opportunities that lie ahead. My personal development plan is described below;

In my PDP, first I have used the Smart goals to identify my goals.

Smart stands for;

Specific: define what you want to achieve. I aspire to be one of the best managers in my industry. For that, I need to work on and adapt particular skills that will help in the future.

Measurable: this accounts for accessing what skills I already possess and what skills I need to learn to be an effective manager.

Attainable: there are many top-ranked employees in the service industry. How can I be the best among them to be transitioned as a manager?

Realistic: a person needs to be sure that this is what he wants to achieve and this is the right time to work towards that.

Time-bound: How much time would be required to accomplish the goal. When will be the right time to work towards that position.

Action plan

Now that I am aware of my SWOT and have developed SMART goals as well. Now it's time to break those SMART goals into achievable and attainable goals. Setting priorities and start strategizing on how to achieve them.

Resources

Now that my goals and priorities are set, it's time for deciding how I am going to achieve them. What resources will I need?

Assessing your progress

It is extremely important to take note of the progression you are making along the way.

Skills required to be an effective Sales Manager

A good sales manager is not one who excels in the art of selling products or services. He is the one who apart from selling can effectively manage a team too and make decisions wisely.

A salesperson directly affects the revenue generation of the company. We can assume that a person with the most sales record is capable of being a good manager. But, this is not the truth.

Yes, a good sales manager has to be a good seller but he should also equip himself with the skills necessary for the job.

Following are the skills I believe are important for the role of a sales manager.

Ability to forecast sales

Forecasting sales is an important part of a business. Forecasting is to predict how many sales targets a team can achieve within a given time frame. It is important for a business because it helps in planning, strategizing, and decision-making processes.

Forecasting is an art and, a person transitioned to the manager should be able to adapt this art. There are certain methods used to forecast sales of course that depends from company to company. A new manager's role would be to identify and understand the forecasting method.

While forecasting sales the manager also has to look for internal and external factors that affect the sales.

Managing team

At the beginning of your career, you are only responsible for your work. As a manager, you are now responsible to lead, motivate and, inspire a team to achieve set goals. Managing a team can be tricky. It's not easy to work with a bunch of people and everyone would not be a piece of cake to work with.

A manager should learn the attributes and learn from his leaders how to manage people. A manager should be calm, responsive, have the ability to take and give feedback and, motivating.

Recruitment

While much of the job as the sales manager would be focused on managing your current team. But a good manager should always keep an eye on the new talent. Both inside and outside the organization.

A customer service-centered industry usually faces a high turnover rate. This means the manager has to be much vigilant about its employees.

This will be a new skill to develop as a manager. Identifying the inner talents of team members, using them up to team strengths while hiring the right individual that lifts your team is crucial.

The manager should have an inner drive to succeed and this drive will take him to places. To understand the recruitment process, ask your top management to involve you in interviews. Understand the company's sales hiring process. Take an interest and assess which of those people will be able to join the company.

Ability to communicate

Communication is the most essential factor in the customer service industry. It would not be wrong to say that this industry works mainly on communication. Communication is key whether you are dealing with your customers or employees.

As a manager, it becomes your duty to communicate well with your team and teach them how to communicate effectively with customers. Training sessions should be given to employees. But, there are also certain things that you can practice to keep your employees motivated engaged.

For example; Employees want to feel involved in ongoing projects. Hence it becomes the duty of the manager to maintain an open decorum where employees can share their problems and feedback about the work. While on the other hand, the manager should be flexible to calmly listen to problems and act accordingly.

This will not only increase team morale but also will result positively in the team's overall productivity.

Self-Awareness tool

There are many self-awareness tools that can help us in identifying ourselves. SWOT Analysis is one of them which is explained above. Another tool that I have used to access myself is the Johari Window.

Johari window is a technique that helps to identify oneself better from his and as well as the perspective of his relationships. Johari window consists of four quadrants. Each quadrant signifies personal information, feelings, motivation, and whether that information is known or unknown to oneself or others in four viewpoints. (wikipedia)

Known to self

Empathy: Empathy is a trait that I believe is instilled in me since the beginning. I have always been a good listener. Whenever I listened to other people I always feel their pain.

My friends and colleagues have also mentioned that I am empathic toward others.

Quick Learner: Capturing and processing information is my forte. After I stepped into the corporate world I came to know how good I am with machines and software.

Known to Other

Good Communicator: Good and open communication is the key to success. I always believe in open communication and have given and taken feedbacks for the betterment of myself and others.

Sometimes the feedback feels extremely offensive and difficult to take. This used to be my drawback and still is to some extent. With the passage of time, I have worked on it. I try to remain calm and remind myself that the feedback will only help me in progressing in life, that it is a chance for me to improve.

Not known to others

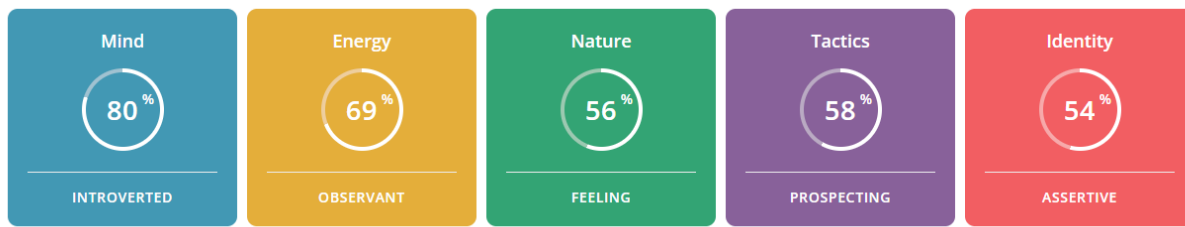
There are always some hidden talents, secrets, and fears that everyone has and they want to hide them from the rest of the world. I have a problem maintaining eye contact. Recently, this has been pointed out by my **instructor of UWTSD** during a mock interview. I agree with her completely as I am unable to maintain direct eye contact for long durations.

The Blind Spot

By nature, I am an introvert. I am rarely open to anyone and am not a very much talkative person. This I believe reduces my blind spot. As people do not know much about me and hence I am unable to identify my hidden capabilities. Because someone may know me better and help see what I cannot.

Personality test

Personality test are a great tool to know oneself better. A personality test identifies how an individual will react in certain ways. After learning about personality test in this module, I took mine and the results are as follows;



The test has been taken from <https://www.16personalities.com/profile>

It is quite evident from the results and from my finding too that I am an introvert but observant personality. I observe things around me and work with the flow. Most of the learning is made only by observing others. 56% nature(feeling) describes my empathic nature. I love to work with people and practice social harmony.

The test gave me 58% on tactics, that is I am open to opportunities. Yes, I am flexible but I tend to find it difficult to find opportunities. This area of my personality is yet to be explored.

54% assertive means I try to go with the flow and worry less about things. That does not mean that I deviate from my path. My goals are defined, but the road to achieving them is stress-free.

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