

Reflective portfolio

BMSW 4005

Professional and career development

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Introduction

in this report I will be learning about myself by using a self-awareness test, which we conducted in class, understanding and making clear of skills and knowledge which I have that I can use effectively for work.

I will be using several tools search as Swot analysis, Johari and Belbin theory. these tools will help me find my strengths and weaknesses to see where I need more work to improve My personal development for employment, search as in seeking jobs which will be suited for me. I will have my own curriculum vitae and cover letter to the job description which has been applied for in class. I will show how I took steps in preparation for job interviews, and how it will influence my career development. I will also be establishing my employment goals to succeed with every job interview, also I will be developing a personal action plan.

Part A

What is self-awareness

What is self-awareness? that is the question. self-awareness is important because it can help you enhance your relationship with others, develop your communication skills and can ultimately lead you to be more successful in life. The more self-aware you are, a range of own attributes, own skill sets, behaviours and qualities the more interest you can have in the outside world and the more you can perform in a way that's more relevant for you. I have conducted a few self-awareness tests on my self to see what skills I have, how I am in groups of people, do I work better by myself and so on. I want to learn something different about myself, something which I don't know, or skills I do know about myself and how I can enhance them. To know oneself properly you must understand what qualities you posses in order to improve or change. **(Steiner, 2014).**

Johari

The Johari window is designed to give you a better understanding of yourself and other people in the communication between you. The Johari window was published in 1955 by the two psychologists Joseph Luft and Harry Ingham. The model is a communication window that consists of 4 quadrants.

(Rasheed, 2015)

I conducted the Johari window to understand myself and how other people understand me. What skills I am aware of and how other people are aware of my skills and abilities.

AKRAM THINKS I AM

OPEN

Kind, calm, caring, helpful, friendly, intelligent
Loud, trustworthy, sympathetic, wise, funny,
Independent, happy, confident, observant,
Relaxed,

BLIND

Cheerful, honest, warm, funny, sensible,
Energetic, organised, accepting, giving,

HIDDEN

Brave, nervous, self-conscious, shy,

UNKNOWN

Loving, tense, religious, sentimental,

The window increases self-disclosure, when receiving feedback open areas become more larger than blind areas. Hidden areas are disclosed after getting to know someone. I believe after disclosing

oneself to people in your team or around you who you have become friends with can jeopardise the trust. If the information about you fell into the wrong hands, they can use that information against you. I am shy and nervous when it comes to presentations, if the wrong person got hold of this information it can go against me.

I am happy Akram thinks I am cheerful, honest and funny, it gives me a sense of positiveness.

Belbin theory

Belbin is a cluster of observable behaviours in a team, Belbin argues that optimum teams should possess all nine team roles, for example in a team of four each member would ideally possess two to three of the necessary roles in each cluster. These clusters can be subdivided into 3 orientated areas. I used Belbin to find out what skills I have and what I can contribute to a group. It also can help with team building to see who has what skills and where they can contribute towards. **(Bao, 2019)**. I have completed a Belbin 123 test which is located on appendix 6

Swot

Swot is nothing but an acronym for strengths and weaknesses opportunities and threats this important exercise can be very helpful for us and to each goals whether you looking for a new job or trying to climb the corporate ladder or working on your life goals, personal SWOT analysis can help you achieve your goals as a creative method of self-assessment. **(Teoli, D. and An, J., 2019)**.

STRENGTHS

- Quick learner
- Team worker
- Patient and careful
- Good with computers
- Love research
- Good at design

WEAKNESS

- Disorganised
- First time at university
- Shy
- Bad at presentation
- Slow at typing
- No qualifications
- Always late

OPPORTUNITIES

- Getting a qualification
- Learning programmes like word, excel, PowerPoint
- Understanding right from wrong on the net
-

THREATS

- People with better understanding with assignments do better than me
- Hate failing
- Afraid of interviews

The swot analysis which I conducted on myself helped me to find my inner strengths and weaknesses, it showed me where I can improve my abilities and skills. I have realised a big change in myself, I am more organised and never late for university. My skills have improved so much especially in word, excel and PowerPoint, I think I have mastered the three programmes now. My presentations have improved from when I was sweating so much, and my throat was always dry to being calmer in my presentations. The outcome of this swot analysis has improved my actions in bettering myself in assignments, in my belief that I can do better and I can improve my skills and abilities. It has improved my future in finding a better job because of the way I have improved on finding different things about myself which I never known before. Improvements in standing in front of people and speaking without being shy, this section still needs improvement, but I know I will get there slowly. I need to find what I want to do and where I want to go in the future and what jobs to search for the skills and abilities I have. **(Kirkwood, 2019).**

Defender personality (16 personalities)

This is a self-awareness test which I done from Moodle. The outcome to the results in this test was satisfying and almost correct. The results to the test I have placed below. Every test whether it be Belbin, swot or this test new skills pop up or things I don't know about myself which is helpful towards a brighter career.

Assertive individuals are self-assured, even-tempered and resistant to stress. They refuse to worry too much and do not push themselves too hard when it comes to achieving goals.

The top sentence is one of the results from the test, and part of the sentence I do not agree with. I do push myself when it comes to achieving goals, I do have a temper and I am resistant to stress.

Not all self-awareness tests have an accurate result.

Personal development plan

Having a personal development plan is essential for my success, it acts as a road map to achieve my goals. Keeping me on track and pointing me in the right direction. If I put a plan together to see where I want to be in five years, I have to sit down and think hard and drill at myself to see what is important to me and what I want to achieve, this way I have a better chance to achieve my goals.

Brian Tracy says, “you can accomplish virtually any goal you set for yourself as long as the goal is clear, and you persist long enough”. Focusing on your own individual personal development plan enhances the qualities you hold within you; it makes your dreams and aspirations turn into a reality. Your potential is limitless and investing in personal development is a way to harness your many talents establishing aims and goals for what you want to achieve and where you would like to go in the short term or long term can improve your personal development. **(Fletcher, 2016)**.

I have completed a personal development plan below.

Goals

- Complete full three-year course in business levels four, five and six
- Get my degree
- Lose weight
- Start my own business
- Waking up early and sleeping early
- Career change
- Be confident in speaking to people
- Develop new skills in computing

Most important goals

- Complete three-year course
- Get degree
- Develop new skills in computing

Deadline

- Completing my business course three years
- Getting degree three years
- Developing new computing skills one year

Strengths and weaknesses

- Computers (s)
- Ideas (s)
- Working in groups (s)
- No qualifications (w)
- Shy (w)
- Slow at typing (w)

Helping to achieve my goal

Computers is one of my strengths which will help me achieve all three of my goals it also can help me with my typing skills.

Action

Working and studying hard will help me get my degree. Finding another online course to enhancing my computer skills taking it to another level. A personal action plan helps an individual Organise and prioritise goals to achieve what they want. **(Frese, Fray, 2001).**

CONCLUSION

Self-awareness is the ability to see myself clearly, to understand who I am and how others see me and how I fit into the world around me. Self-awareness gives us power, it makes us understand who we really are, it also shows what I am capable of, what skills I have and what skills I don't have. After conducting all the different self-awareness tests, I have come to a decision of what skills I need to upgrade on and how I can take steps in achieving all my goals I have set out. The swot test helped me to understand my weaknesses and how I can improve on them it showed me my opportunities where I can use my strengths. Not all tests give a positive result, for example the Johari test, In the hidden area where I was shy And I was not confident enough to speak in front of a group of people, if that information fell into the wrong hands they could use that information against me. There are pros and cons in all the self-awareness tests which I have conducted, I have learned a lot about myself which i did not know before, the Swot test has helped me more confident, the personal development plan has showed me ways to improve my future, by laying everything down and showing me the way forward, and how to interact on a daily basis. I know what I must do to achieve my goals it all boils down to me if I am strong inside to carry on, without being strong inside there is a chance of failure. If you write down your goals and ambitions, it is easier to achieve what your aim is in life. the self-awareness tests which I have done has also improved my relationship with my wife and children I am more loving and caring And I listen more to their needs.

Part b

Introduction

In this section I will be explaining how I went on looking for a job that suits me and how I prepared for the interview. What I learnt from the feedback of the interview and what will I do to improve myself in the real life when I do need to go for a real interview. Self-motivation plays a big part just before an interview.

Gibbs

The Gibbs model is a reflective model which assists you to challenge your assumptions. It also explores new ideas or explores new ways of doing things or thinking about things. It helps you to identify any strengths or weaknesses you may have and ultimately promote your own self-improvement. Importantly using a reflective model will also assist you to link your practice and theory, by combining observing or doing with applying knowledge or thinking. Gibbs reflective cycle has six steps, description, feelings, evaluation, analysis, conclusion and action plan.

(Husebø, O'Regan, D Nestel, 2015).

Description

I conducted a job search which then I found a job, I was interested in the job, the description matched my curriculum vitae, it was a job which I have done in the past, this is the reason why I applied for this job. I had to first prepare for the interview, by doing so I did my research finding the location and the history of the restaurant, how long they have been in business, what food they serve, number of staff. This was crucial for the interview because they can ask any questions. I had to get my CV ready accompanied by a cover letter. The CV showed my job history and my skills and abilities, what I was interested in and so forth. The cover letter had to be short and sturdy and to the point. This was my first ever interview, I have never been to a job interview, so I had to get everything ready before hand. Clothes had to be smart and sharp. First impressions last as they say. Most importantly the interviewer's name had to be put in the cover letter, letting them know I had done my research and I was interested. For some power poses can come into play, doing power poses before an interview helps during an interview. **(Cuddy, Amy J. C., Wilmuth, Caroline A., Yap, Andy J., Carney, Dana R, 2015).** I can confirm I believe I was the right candidate for the job as I have almost twenty years of experience in this field. I have worked in so many different restaurants with a job title from being just a glass collector to waitering and managerial positions to eventually owning my own establishment. The experience and knowledge were there it was just collecting myself and staying calm and focused during the interview which I had to get over.

Feelings

Coming up to the interview was the most nerve racking experiences I have ever had in my life. After entering the building my throat was so dry, I could not speak, weird things were happening to my body that I have never ever experienced. My palms were so sweaty, my heart was racing so fast I thought I was going to collapse. At one stage before the interview I really wanted to leave and go home, but I couldn't I've never given up on anything in life why should I start now. As said by Monika Sieverding "More men than women stated that they had tried to hide or suppress their feelings; these participants were classified as (emotion) suppressors. Participants who stated that they had not tried to hide or suppress their feelings during the interview were classified as nonsuppressors". **(Sieverding, 2009)**. I can classify myself of being a suppressor I tried my best during the interview to hide my feelings and anxiety. I felt extremely miserable just before the interview. I also realised afterwards that feeling nervous is a natural reaction to speaking in front of people. **(Spieler, 2015)**. As I walked into the interview room to my surprise, I realised there were two interviewers, one was Dr Olu and the other was Mr abdi, I was not expecting two people to take my interview. During the interview I was trying my best to focus on the questions and concentrate. Dr Olu was making me nervous as he did not smile once, but Mr Abdi was smiling all the way which made me feel calm and relaxed, I thought I will just stare at Mr Abdi through out the interview. After the interview it was as if a switch was turned off and all the anxiety and restlessness I was feeling had faded away in an instant.

Evaluation

The interview out of ten I would personally give a five because of the stress and anxiety I went through. My reaction was bad before the interview I could have calmed myself better. However, after speaking to fellow students I realised I was not alone in this situation and that made me feel better. We were trying to comfort each other before the interview to get hopes up high. We were even joking around to make each other's laugh, so we forget about the stress. I felt much more positive after speaking to my fellow students who assured me that everyone feels nervous in their first few interviews. At least I did not forget to handshake with my interviewers, which shows my accurate consciousness. **(Bernieri, Petty, 2011)**.

Analysis

The situation was made worse by my own actions I became too nervous, but this is a natural emotion especially when you have never done an interview in your life. I should have memorised the whole job description before my interview and found out more about the restaurant background, I only took out the main points of the job description and because of this I was giving short answers to my questions.

Conclusion

In retrospect I would do several things differently. I did not ask any questions due to the fact I was nervous, I just replied I have no questions when asked if I have any. I could have asked more questions relating to the job such as wages, do we get paid weekly or monthly, is there a uniform we need to wear. I could have worn a suit instead of going in casual, as they say first impressions last. I was sitting in the interview room with both my hands between my legs and looking scared. My face looked very nervous; I could have used more facial expressions add more hand gestures as this would have showed my interviewer that I am confident in the questions which I was asked. **(Naim, Tanveer, Gildier, 2016)**. When I received my feedback for the interview, I was overwhelmed to find that I had scored eighty-five out of one hundred on my first ever interview. I had received one mark which was very poor and that is because I did not ask any questions which I know now for future reference, ask relevant questions to the interviewer. I had one score which was average because I was answering questions short and very brief, I should have gone into a bit more detail. Although I mentioned I had eye contact with one interviewer and my posture was bad I think during the interview my eye contact was perfect with both I had excellent marks for that as well. I am so delighted my feedback was exceptional compared to what I thought my marks would be. this has given me more confident if I ever need to go for an interview I definitely know what to do and what not to do, the feedback is the most important out of the whole procedure it shows What needs improving, it is exactly like reviews before you buy something online.

Main conclusion

I have from this assignment learnt more about myself during the Self-awareness tests, and learned more about interviews which I am more confident in myself, this has taught me how to prepare

myself before interviews, I have learnt skills and abilities which I have never known before, I have to keep the consistency of my actions, I'm going to take the course in higher computer studies which I will definitely enjoy. one step at a time I will be going forward with everything I have learnt. I know for definite to calm my nerves next time before I go for interview, is to film myself or look in the mirror and see where I'm going wrong and correct it as I go. I have learnt interesting things about myself and what other people think, this has helped me in the thinking process of my future. Without obtaining skills and abilities you cannot move forward in life. **(Boyles, 2012).**

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Appendix 1, Personality test

Personality Trait	Opposite Strength	Similar Strength
Extraversion: 5.50		
Agreeableness: 5.50		
Conscientiousness: 5.50		
Emotional Stability: 5.50		
Openness to Experiences: 5.50		

Appendix 2, 16 personalities



Mind

This trait determines how we interact with our environment.

40%

60%

INTROVERTED

EXTRAVERTED

Energy

This trait shows where we direct our mental energy.

Appendix 3

61%

OBSERVANT

39%

INTUITIVE

Nature

This trait determines how we make decisions and cope with emotions.

56%

FEELING

44%

THINKING

Tactics

This trait reflects our approach to work, planning and decision-making.

46%

PROSPECTING

54%

JUDGING

Identity

This trait underpins all others, showing how confident we are in our abilities and decisions.

46%

TURBULENT

54%

ASSERTIVE

Appendix 4(curriculum vitae)

IQBAL HUSSAIN

14 Hawthorn close, Birmingham, B94JF

Telephone: 07899929791

Iqbalhussain2811@hotmail.com

Hardworking and reliable individual with extensive experience gained working in busy environments throughout the years in the Catering industry. Works well within a team or on own initiative, focusing on offering an excellent customer experience.

September 1991 – July 1993

[bar attendant](#), RAJ TANDOORI

Glass collecting, washing and drying glasses and serving drinks.

august 1993 – September 1998

[head waiter](#), BILASH INDIAN CUISINE

Serving and clearing tables, organizing the roles for each waiter.

September 1998 -JANUARY 2006

MANAGER, SHAHI PALACE

Taking orders, dealing with complaints, cash handling.

January 2006 – February 2011

PROPRIETOR, BALTI HUT

Taking orders, cash handling, stock check, accounts.

MARCH 2011 – JULY 2014

MANAGER, SWEET CHILLIES

Dealing with complaints, cash handling, controlling the smooth running of the floor.

JULY 2014 – PRESENT DAY

TAXI DRIVER, A2B RADIO CARS

Taking the lonely to nightclubs, taking the hungry to restaurants, making every one smile through out there journey, taking people from A to B.

Education

SEPTEMBER 1986- JUNE 1991

[GCSE](#), SMALL HEATH SECONDARY

ENGLISH GRADE B

MATHS GRADE A
SCIENCE GRADE B
FRENCH GRADE C

SKILLS

- customer service
- multi-tasking
- technology
- working under pressure

Activities

In my spare time I like going to the gym, keeping fit. I like collecting donations for charities, helping in the community. I love to keep up to date with gadgets and technology.

Activities

In my spare time I like going to the gym, keeping fit. I like collecting donations for charities, helping in the community. I love to keep up to date with gadgets and technology.

Appendix 5 (cover letter)

IQBAL HUSSAIN

14 Hawthorn close, Birmingham, B94JF

Telephone: 07899929791

Iqbalhussain2811@hotmail.com

Dear Nick,

I'm writing to inquire about the opening for Head Waiter position.

I offer 20 years plus of experience in the catering trade from waiter roles, head waiter to managerial roles, which makes me a strong candidate for this opening. The top portion of my attached resume highlights my career profile.

I would love the opportunity to discuss this application, Given the opportunity I would live and breathe this role. If you feel I'd be a strong candidate for this or any position in your organization.

I would just like to wish you all the best with this recruitment, I know recruiting is a stressful time and I hope it's going as well as you've hoped. I look forward to hearing from you soon.

Your sincerely

Iqbal Hussain

Appendix 6 (123 test)

Visual summary of your results

Openness to experience

10

Conscientiousness

29

Extraversion

79

Agreeableness

29

Natural reactions

59

Textual summary of your report

The Big Five Factors	Describing a low range scoring person...	Percentile	Range	Describing a high range scoring person...
Openness to experience	Traditionalist • down-to-earth • practical • conservative • prefers traditional outlooks and technical problem-solving	10	Low	Imaginative • open-minded • experimental • prefers creative conceptual problem-solving
Conscientiousness (Work Ethic)	Spontaneous • disorganised • prefers flexible	29	Low	Conscientious • disciplined • efficient • well organised • likes precise detail • strong

	plans • dislikes precise details			sense of duty • (Very High scorers could be described as workaholics)
Extraversion	Reserved • formal • serious • quiet • prefers working alone • avoids direct leadership roles	79	High	Outgoing • friendly • assertive • likes working with others • enjoys direct leadership roles
Agreeableness	Hard-headed • sceptical • competitive • proud • prefers competition over co-operation	29	Low	Compassionate • eager to please • good natured • prefers co-operation over competition and conflict
Natural reactions	Not easily upset in stressful situations • relaxed • resilient • calm	59	Middle	Experiences negative emotional reactions and feelings of anxiety • prone to worry • easily upset

Appendix 7 (feedbackm from interview)

Mock Interview Grading Rubric						Date:
STUDENT: IQBAL Hussain			INTERVIEWER: ABOI Rahman / Dr Oke			
SCORE: 5=Excellent, 4=Very Good, 3=Good/Average, 2=Poor, 1=Very Poor						
	5	4	3	2	1	Comments
FIRST IMPRESSION						
Showed up on time	☒	☒	☐	☐	☐	Iqbal was professional throughout the interview demonstrated good understanding of the hospitality industry. Score for further development.
Firmly shook hands of interviewer, smiled and greeted	☒	☒	☐	☐	☐	
Had resume/ references and offered professional copies	☒	☒	☐	☐	☐	
Greeted and maintained eye contact	☒	☒	☐	☐	☐	
Dressed appropriately	☒	☒	☐	☐	☐	
Posture (sat up straight, etc.)/Hand and facial movements were natural	☒	☒	☐	☐	☐	
VERBAL BEHAVIORS						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	Iqbal has demonstrated enthusiasm overall with further interview practice I am sure that Iqbal would be excellent at future interviews. for future development ensure that you ask questions. Overall good.
Answered questions completely, yet briefly	☐	☒	☐	☐	☐	
Utilized STAR/ BAR format for Behavioral Questions	☐	☒	☐	☐	☐	
Understood company needs/ Emphasized qualifications	☐	☒	☐	☐	☐	
Understood position/ Pointed out work related skills	☐	☒	☐	☐	☐	
Displayed enthusiasm	☒	☒	☐	☐	☐	
Focused on strengths; avoided weaknesses	☒	☒	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Referenced specific items on resume	☐	☒	☐	☐	☐	
Responded to questions promptly, but not hurriedly	☐	☒	☐	☐	☒	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Avoided use of filler/ empty words, slang, etc.	☐	☒	☐	☐	☐	
OVERALL PREPARATION						INTERVIEWER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF INTERVIEW. ↓
POINTS AVAILABLE 100 POINTS EARNED 85 GRADE _ %						