

Professional Career Development (BMSW4005_LON)

Student ID: 2010784

Student name: Bianca Barbu

Lecturer: Nadeem Mirza

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Introduction

Reflection is being undertaken in regards to the context of professional career development that is stated as the approach to evaluating the events that contribute to the knowledge enhancement process of an individual. It is a significant portion of the method of self-development and self-analysis. The report will shed light on the reflection of the role play, understanding of the skills, personal strengths and areas of development. In addition to this, an action plan will be developed that will focus on the skills gaps and career goals.

A personal reflection on the role play

Roleplay is an integral part of the learning process and has helped to understand the point of view of the recruiter. Thereby in future, I can be more confident and go for an interview and convince the recruiter to select me for the position. As I have understood from the role play that business organisations of today do follow a range of different techniques to evaluate the ability of any applicants. Roleplay has enabled me to focus on the social dynamics of learning and nurture collaboration. This has further helped me understand the actions as well as the motivation of someone else. Moreover, it helps with the engagement of the learner and increases knowledge retention (Orteg *et al.*, 2018). All the skills that I possess, have been applied in the role play and showed me areas I need further development with. Beyond the speaking skills, role-play has assisted me in developing conflict resolution skills and strengthened my communication skills. Roles within this process with enriching shift of the perspective and develop a great experience that the individuals will not forget (Beckmann *et al.*, 2020). I have been able to demonstrate my knowledge in a way that reinforces the learning skill.

Career development planning

career development planning starts with self-evaluation that understates the skills I have, goes I want to achieve and makes an informed judgement about myself. In this regard, I have to examine my personality, limitation, interest and abilities. Since I am currently working as a transport support assistant and now, I am willing to apply for the position of Transport Team Manager. In order to do so, I had to carry out the career reach process that enlightened me with the jobs that were best suitable for me. I studied each job carefully and understood the educational qualification like skills, experience and soon required for the position. Followed by analysing the options for career planning and development (Shahbazi *et al.*, 2019). I investigated the opportunities that will help me grow and companies that will fulfil my expectations. Furthermore, I evaluated my current status and explore other fields that can provide me with better opportunities. Since I have selected the job stated above so I started developing the skills as per their requirement. In fact, I did take into consideration the other

factors that go beyond personal experiences. These factors were mainly the demand of the current field, the comfort the future job provide or if the position required any extra educational qualification and the challenges I might face during this job.

Demonstrating an understanding of the skills and knowledge which contribute toward working effectively

Time management skills: During my last job I have learned about time management skills that mean I know how to be productive and efficient at the same time (Huda *et al.*, 2018). Good time management skills mean I can work productively and prioritise time. In the last job, I got to understand the difference between urgent and important matters.

Relationship building skills: This skill is required while dealing with customers and other colleagues. The objective behind relationship building is to ensure that the person with whom I am dealing feels comfortable and can better associate with the organisation. During the role, this skill helped me to get comfortable with other people and communicate well with others (Kelly, 2018).

Critical analysis: It is the ability to understand any situation critically and needs to perform any job with my teammates. I have a good understanding of any situation and hence I try to work toward making a decision based on the evaluation I made. Having the critical analysis ability means is the step towards effective working and efficient decision making. In order to enhance the effectiveness of the decision a lot of factors needs to be considered. Since I am confident enough, I like to move forward and decide whenever I am required to do.

Readiness for employment

Employment readiness is composed of different areas that entail having the required soft skills, cognitive abilities and the recognised training needed by the industry (Teng *et al.*, 2019). Employment readiness means the ability to pertain to the job and retain it. I am ready for the job will I will be prepared for the fundamental abilities to navigate any job like problem-solving skills, reading information and having the soft as well as the hard skills. In other words, it also means I need to have the awareness of my strength and know the areas of weakness that will measure my success.

An understanding of personal strengths and areas for further development

Among all the other skills, the most notable one is being flexible to adapt to change, being confident, having problem-solving abilities handles pressures well, keeps the ability to turn around negative situations. Within a firm, each employee must work among their individual teams and must also work successfully to inspire members of the team and thus motivate them to work harder to complete all responsibilities in a manner that benefits the business

company's efficiency. I recognise the importance of encouragement is also familiar with regulation applies linked with motivation, which aids me in keeping team members motivated while executing their assigned jobs. From the other side, I get a strong understanding of team interactions, which aids me in having completed projects in groups. Business, the economic climate, and the needs of the organization are only a few of the crucial factors to take into account when working for a company. I am fascinated by delivering deeply into a scenario and, as a result, establishing a grasp of the organization and its demands. I, too, am a slow learner who welcomes constructive feedback. I take feedback and constructive criticism very carefully since they aid in guiding me down the pathway to victory. I feel I need to brush my other set sets of soft skills like organising skills and presentation skills.

Roleplay of both interviewer and interviewee

Description: The role play enables the individuals to enact the roles of the applicant and the recruiter. This has allowed me to understand the recruitment process. Within the recruitment process, the recruiter develops a questionnaire of their own and the spontaneous answers are given out by the applicants.

Feelings: I was very excited since the whole process was supposed to be assessed by my mentors and the whole role play will provide me with opportunities of a different kind. I was very nervous and cautious at the same time since it was my first time doing it. I had a great experience during the whole recruitment process.

Evaluation: Furthermore, evaluating my overall performance, it was seen that there was scope for enhancement in many areas. It was a fun and enriching learning experience for me because I was able to gather the experience of the different aspects of the learning process. I was introduced to the different professional aspects that are linked with the process of hiring. I really enjoyed the process of enacting others' actions. From the first ever, I was able to think and view things from a recruiter perspective. It provided me with the opportunity of participating in the process of recruitment and understand how it feels from another side of the table. I also sensed how nervous the candidates get during the interview process. I was able to grasp the recruitment process in a much better way. In fact, the applicant was able to explain his traits in a comfortable manner. The interest of the candidate gave me more confidence to indulge myself in the recruitment process and provided me with a chance of getting to know the applicants.

Analysis: From the whole process it can be analysed that there is a lot of scope for enhancement in the preparation of the questionnaire. Prior to this I was aware of the scenario-based questionnaire but did not know the application of those sets of questions in real-time. During this process, I got to know that I will need to enhance my ability to make critical

questions. If I am able to improve this aspect of my professional growth I will be able to work more effectively. Furthermore, I will be more successful in my professional arenas with the fulfilment of soft skills like organising and presentation skills.

Conclusion: This process for me provided me with a chance of taking a step back from the whole process and evaluate how better I could have handled the situation. I did identify the areas I need to further develop and the certain thing that needs immediate action (Adeani *et al.*, 2020). I will surely consider the feedback from my mentor and develop the aspects so that the recruitment process can be much more fulfilling. Continuous progress can be achieved through by process of self-evaluation and self-development.

Action plans: The action plan will help to improve the areas that I lack. From the analysis drawn from the above experience, I feel throughout the interview process there are areas that need further enhancement for me to become effective in a professional manner.

Develop a personal action plan/development plan

Goals	Areas of improvement	Resources	Actions	Time
To develop the effective organisation skills	- Effective team management - Building trust and encouraging other people - Time management skills - Meeting deadlines	- Scheduling - Prioritizing - Marking task based on urgency - Collaboration	I will have to start by classifying the skills based on urgency. Prioritizing the task and scheduling jobs as the need will help to get a grasp on the organisation skills.	3 months
To enhance the presentation skills	- Being more confident - More positivity - Working on speaking skills	- Having great content - Attractive slides - Engaging audience	I will have better presentation skills only if I am able to engage the audience with the great content of the presentation. The better my slides of the presenting will better	4 months

			my ability to present the content will be.	
To be the transport team manager of a reputed firm	• Leadership skills • Delegating tasks • Multi-tasking ability	• Effective team • Great presence of mind • Attention to details	If I can develop leadership skills and more effectively able to delegate the task then I will be able to better manage the team. The required qualification and essential development of the skills will make the transport team manager of the firm.	6 months

Table 1: Personal Action Plan

(Source: Created by Learner)

Conclusion

From the above study, it can be concluded that the task of role-play has enabled me to learn plenty of things about the recruitment process. The questionnaire required for the recruitment process and its application was understood by me during the whole process. Moreover, the feedback provided by my mentor gave me an idea about my areas of development. The use of the reflective framework enables me to evaluate and understand the whole method step by step. However, the learning experience overall was very engaging and enriching at the same time. From the first time, I was able to understand and see the situation from another side of the table.

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Appendices

Appendix 1: Role Play

1. Tell me about yourself.
I am a conscientious hard working individual, excellent teams player with an equal ability to work under my own initiative, self-motivated and adaptable, excellent understanding of Microlise Transport Execution System, Smart Analysis and Manhattan.
2. Tell me how you think other would describe you.
I think people would say that what you see is what you get.
If I say I will something, I do it. If I say I will help, I help.
I am not sure that everyone likes me, but they all know they can count on what I say and how hard I work.
3. Why are you leaving your current job?
I have had a great learning experience in this organisation. However, I feel like I have reached the optimum point of learning here and would like to take a step ahead to learn more complex aspects of my field.
4. What are your greatest strengths?
My strength is my flexibility to handle change.
As a transport clerk at my last job, I was able to turn around a negative working environment and develop a very supportive team.
5. What can you bring to the company?
I believe my experience with Coop as Transport Support Assistant aligns perfectly with your requirements.
My problem-solving abilities allow me to work extremely well under pressure.
In my previous position as transport clerk I had to decide how to dispatch jobs when the system was down to ensure operational issues may not affect service.
I quickly created a spreadsheet that helped me keep track of every vehicle and managed to send over 40 jobs out within 1h and help the company to save over £700.000.
I will bring the same interest and motivation for making an impact here at RDC Co-op as Team Manager.

(Source: Created by Learner)

Appendix 2: Application Form

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	Transport Team Manager Y
How did you learn about this vacancy?	N

1. Personal Details

Title	Miss Y
Surname	Barbu
Previous Name	
Forenames	Bianca Cristina
Address	N
Post Code	N

Telephone number	N	Mobile No	N
E-mail address	n		
National Insurance Number	N		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes	x	No	
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.

y

Current or Most Recent Employment

yyyyyyyyyyyyyyyyyy
yy

Y

Employers Name	Coop Retail & Logistic			
Address				
Postcode				
Job Title	Transport Support Assistant			
Dates of Employment	10/2019	10/2021		
Reason for leaving	Commuting my house			
Brief outline of main responsibilities and key duties	Dispatching routes on time, working alongside the paperwork desk to ensure routes are allocated on TES with drivers and keys. Ensuring vehicles are not overloaded. Ensure communication to the stores, highlighting operational issues that may affect service			

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		N
Address		
Postcode		

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

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

Previous Employment				
Employers Name	N			
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	

Brief outline of main responsibilities and key achievements	
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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

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

CERTHE SKILLS FOR THE WORKPLACE	OCT 2021	4		
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Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

CPD / Training and Development

Brief description / course title	Date Taken
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4. Interests and hobbies

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

5. References

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				N
Job Title				
Employers Name				
Address				
Postcode				
Telephone Number				
E-Mail Address				
Are you willing for this referee to be approached prior to interview?				

References

Name of Referee		N
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

III

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

With my previous experience I have learned how much communication means when it comes to a workplace in which a team is involved. I have learned skills like time management, working in a team and also how to be confident. Dealing well with difficult customers / situations is my strength.

Please specify how you meet the criteria for this role.

I believe that I can be a great asset to the team not only due to the fact of my experiences, but also because I am a hard working person who doesn't not give up and always gives the best interest for the job. I saw on your job description that this role involves a lot of detail-oriented work, which is one reason I applied. My greatest strength is attention to detail. I've always been detail-oriented in my work, and it is something I enjoy.

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: **Bianca** **Cristina** **Barbu**

Date: 13.07.21

Print Name: Bianca Cristina Barbu