

Professional and career development BMSW 4005

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Johari window

This showcases a relationship method that exists between persons (Hidayat and Budiartma, 2018.). It is about social setting and communication aspects that exist between people. In this case, based on my own self analysis, the table below shows my Johari window;

	Known to self	Not known to self
Known to others	Am an open person who prefers open communication and honesty.	I can get anxious quite easily, and tend to lose focus on what I am doing, this affects the way I undertake my class activities.
Not known to others	At time I may not take criticisms kindly, and when this happens, I tend to keep quiet and not engage with others.	I am not sure if I am open to learning new things, and whether I can categorically say that I have learnt.

SWOT

This is about my strengths, weaknesses, opportunities and threats (Hidayat and Budiartma, 2018). It is an evaluation mechanism that aids in knowing what and where I am and how this can influence what I can do in the future.

My analysis of SWOT is based on what I know and how I relate with others. This is given below;

Strengths;

- Very social and easy to get along with
- Am a good planner with a sense of urgency.

Weaknesses

- Not as articulate and easily anxious when under pressure.
- Tend to procrastinate thus at time not following through on my plans.

Opportunities

- To understand the aspects of communication that are important in a workplace.

Threats

- Fear of failure, thus making me not to pursue my interests vigorously.
- The job market appears to be flooded, thus adding to pressure on what I should be able to study.

This part has evaluated my SWOT, I have been able to show the areas where I am strong and where I am not strong and where improvements can be made.

Learning and development training assessment

As part of my work as a manager, there is need to examine the learning and development training needs of my staff members. It is important to ensure that staff members are given the right training for their development. I therefore think it is necessary to identify what they need to be effective in their work.

According to Burnes (2020), training of the staff members is crucial in the development of core competence of an organisation and therefore, considering the Lewin's Change model that estimates that there is need to change things in an organisation it is important to evaluate the training needs of the staff members.

Lewin's change model states that effective change requires three things to happen: Unfreeze, Change and Refreeze (Oliver and Duncan, 2019), these are explained below with regards to our organisation.

Unfreezing

This involves the need to recognise that change is necessary (Burnes, 2020), and change comes through learning. Also, there is need to ensure that the organisation determines what aspects of work need to change and communicate the need to incorporate new ways of doing things (Galli, 2018).

Change

This involves making plans for changes to happen and implementing the changes (Jayatilleke and Lai, 2018). With regards to our organisation, it would be necessary to set new programs in action, take employees through the training and assessing their effectiveness.

It should be noted that training can be done On or Off-the-job (Galli, 2018). In this case, there will be need to conduct training On-the-job, so that employees are

learning while working (Jayatilleke and Lai, 2018). In so doing costs may be saved, and this is good for our organisation.

Refreeze

This involves the reinforcement of the changes that have been put in place through what has been learnt (Jayatilleke and Lai, 2018). The employees are made to put into practice what they learn, and these become the new-normal in the organisation. In terms of the needs of the employees, through the Gap analysis, it can be state that the following may be done;

Training needs	How it will be implemented	Timeframe (in weeks)
How to process client needs effectively. This is a marketing function and this is important to ensure that the organisation is managing to engage in revenue generating activities.	Through conducting regular seminars on communication and recording of clients' needs. The importance of supporting and meeting the needs of the customers must be emphasised so that the revenues can be generated.	1
Encouraging teamwork among the staff members in the organisation. This will enable the workers to share information and support each other in what they are doing.	By training the workers on team working and creating more tasks where members are made to work in teams.	Ongoing process with regular evaluation points.
Technical skills by all the members. This includes the skills to learn about all aspects of their work areas.	Identifying the use of and how the machines that are in the organisation can be used and providing training to the workers.	Ongoing.

The training needs that have been given above shows an activity that may require time. Training of staff members needs to be a participative process where all the staff members are involved (Burnes, 2020). There is need to ensure that the wider objectives of the organisation are taken into account, then specific objectives are considered, this can be done using the SMART framework of analysing objectives. This means that objectives must be Specific, Measurable, Attainable, Realistic and Timely (Boff and Cardwell, 2020).

Evaluation

There is need to evaluate if the training that has been done is benefiting the company. Evaluation involves asking key questions about the how the training has benefitted the individuals and if this has or is happening within the duration that was supposed to be done. Evaluation should be an ongoing process, and if there are more training needs, these should be planned for and conducted.

This section has explained the training needs that I may consider as a manager of my staff in order to make them as effective. I as a manager must try to only focus on training needs that are important for the organisation and always consider future needs that the organisation may be confronted with.

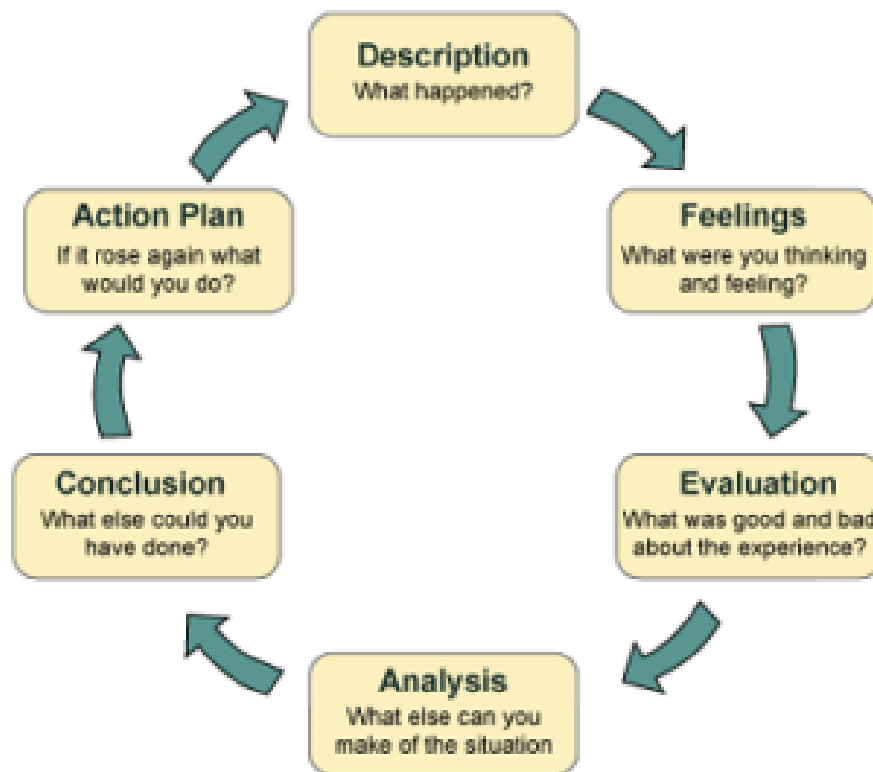
Reflection on learning

During the course of my study, there have been various activities that we have been involved with, ranging from group working, seminars, presentations, mock interviews, theoretical issues and assessment tasks. It is crucial that as a student, I should be able to immerse myself in my studies with the view to achieving my objectives.

In this section, I am discussing my learning style through the academic activities, and I am employing Gibbs Reflective model to explain these.

Gibbs reflective cycle

Gibbs Reflective Cycle



Gibbs model provides a 6 step model of learning as given below;

a. Description

The module involved many tasks. Before I started the course, I only imagined how the aspects of study would be. I considered what my career path would be and how much effort I had to put into this work.

The module also involved mock interview, where I was asked a number of questions which was expected to answer. The other task I was given involved the creation of PowerPoint slides for presentation on a topic of my choice. I prepared slides on Barriers to communication.

b. Feeling

My feeling about my course was generally mixed, on one hand, very anxious, and on the other hand, excited about what the future holds. There are times when I got overwhelmed by the amount of work involved. During the interview session and when we had to do presentations, the levels of anxiety was way too much, because these are things that I had not done before, and did not really know what to do.

c. Evaluation and Analysis

My view is that my performance in all the classroom activities was generally satisfactory. I can say that I have been happy with the module and my performance in this course was good. I can say that during my interview session, the anxiety was way too much that I felt I had not performed well, and this is an area of improvement.

d. Conclusion

This reflection has highlighted my learning situation during the period. I have been able to explain areas of my learning and also how I have learnt. I can say that I would maintain the same approach to learning that I have used over the period and if there is need, I will examine the areas that I can improve on and make the necessary changes that I can so that I can be an effective learner.

e. Action plan

There are a number of areas that I need to work on going forward. I have to ensure that I am able to identify my qualities and abilities and identify areas of weaknesses based on the SWOT analysis that has been presented.

The table below shows how I would do things differently should the opportunity arise.

Area of action	What I would do differently	How to evaluate progress
Interview sessions	I would watch on YouTube about interview tips and some interview examples so that I can gain knowledge on interviews.	Progress is gauged through an ability to remain calm during interviews and my ability to listen to and answer questions during interviews.
Presentations to an audience	I will watch presentations and also do a lot of practice before the time for my presentation. I will practice reading presentations slides in advance and do research about what I have written before attending the presentations.	If I can do the presentation within the allocated time, then this will show I am progressing.

Team working	I should be able to consider opportunity to lead my team so that I can be able to offer effective leadership when we are working with others in group work.	To know that every member of the team is assigned something to do and which they can do effectively and also to ensure that the team is able to meet its objectives.
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Conclusion

This discussion has explained three main things; first has been my SWOT analysis, then using the Johari window, I have explained my position with regards to self knowledge and lastly, I have used the Gibbs reflective model to explain my aspects of learning.

I can state that as a manager (the role I was using), I should be able to remain effective in my work and be able to identify my areas of strengths and weaknesses, and also, I should be in a position to identify how I can support my work colleagues. It is also of importance to be able to support self by identifying my learning style and ensuring that I improve on my approach to doing things.

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