

Professional Career Development

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Professional Career Development

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Abstract

My name is Mohammad Forhad Hossain, I am a person who is positive about every aspect of life. There are many things I like to do, to see and to experience. I like to learn new things, I like to see the sunrise in the morning. Also like to see moonlight at night. I am always looking for way to increase my knowledge, sharing ideas with others, encouraging people. I am a very friendly person, I can work under pressure and still deliver my job, I am also who is highly motivated, like to learn from others. All my career I have enjoyed every moment of it as it has thought me a lot of things which have helped greatly in life.

1. Experience:

I worked with the Tesco for more than 10 years as a deputy manager. Working for the Tesco has many positive traits. The greatest part is the team in which I worked, specially within the Convenience format. The team were very close and worked together every day to deliver the overall results needed, regardless the rank within the business everybody was treated equally fairly. There was a good balance culture between having fun and working hard. There was never a typical when working shift pattern delivering KPIs daily basis and making sure work responsibility that we were within the payroll budget.

For the company if we were over-spending them I could find the reason why and report this back to senior management. I am always on my shift made sure that customers entered the shop they leave the shop they had the items they came to the store for and had good feeling themselves.

2. Meeting Varieties of People, Good Working relationships:

I have learned that to make sure I can give everyone excellent customer service you need to adapt quickly and think on your feet to able to cater to that customers' needs. I have also learned that you cannot please everyone that there will be customers with complaints and that want their money back or goods returned and don't want to hear any other solutions and all I had to do is stay calm and professional throughout the process.

I worked with some brilliant people who all shared the same passion for customer service. I also had two other managers on my team who shared same passion as I did. The hardest part of the job which I explained earlier, is knowing that you cannot please everyone and there will always be someone who will want to shout at you. Another hard part of the job was not getting any recognition for it.

Overall the most enjoyable part of the job was building relations with staff, work shoulder to shoulder, sharing knowledge, allocate job, put right person in the right place to achieve to the goal.

3. **Self-Evaluation Review** - Self Motivation, Learning Styles:

I have observed myself against the learning styles developed by Peter Honey and Alan Mumford and have found that I fall into Reflector category as a learner. Although I have spotted many features of other learnings groups in me but I would classify myself as Reflector as this is the category that has most of the features with which I learn most effectively. Followings are the features I find myself natural in learning effectively.

- Individuals learn different ways. The most effective way I learn when I practically do things. I have found learning by practically doing, when possible, things is much effective on me than just read or listen to the lecture in the class. Whatever I read, listen in the class or gather from group discussion I try to implement in my work or daily life and try to get habituated with them as much as possible so it becomes a second nature to me.
- When learning from doing practically is not possible I try to create fictional situation or draw picture and try to visualise myself in those situations, drawings and then respond to or react so I get a real sense of the situation and this way it makes my learning more effective and productive.
- when the above-mentioned methods are not possible I find discussing a new topic with my fellow mates, friends, family or colleagues. It makes me talking on the subjects repeatedly which somehow embed the core significance of the subject in me at the same time discussing brings up new insight.

4. **How I Improved my Self-Motivation**

Physical Fitness: As a leader I mainly followed a disciplined and a strict health regime for staying fit physically and mentally, are expected to have an enhanced level of self-motivation.

Networking: My self-motivation level would improve if they were surrounded by a motivated company or a group of people. By attending seminars, conferences and various types of workshops online, I become self-motivated and recharged.

Getting back to the Basics: People who have a high sense of self-motivation are focused in their approach and follow a disciplined routine. Therefore, I had to grow certain good habits and stuck to them which my other team members would follow religiously and without fail. Whether, it's a habit of reading motivational books or an inspiring content, following a disciplined lifestyle or any other right habit, they perform them on a regular basis.

Be Accountable: By developing a high sense of accountability I become self-motivated to complete the assignments within the stipulated deadlines and resources.

Have Fun: As a self-motivated team leader I derived pleasure and looked for ways to have fun and enjoy working.

5. Impediments that affected me

Bad Habits: Among the bad habits that affect my study and development is my sleeping disorder. Sometimes without any reason I feel too much sleepy and in this period, I am late on my class, I hardly can concentrate in my class lecture, I barely study when I am home and it affects my work, my attitude with family members, colleagues and others.

Lack of Desire and Confidence: The impediment into my self-development I found is lack of confidence. At times I find myself very low in confidence that I even don't feel starting a new topic, subject. Feeling lowness sometimes goes for few days sometimes it for some hours but it affects the quality of my study in that period.

Time Management: Time management is another weakness I believe I would have to work on. I most of the time try to maintain a strict time table whenever and whatever I do, either it be a new topic in the class or an appointment with friend but sometimes I find it very difficult to keep the perfect times and once I miss one target it most of the time not possible for me to keep up with the next ones, hence, I constantly behind my learning targets and also get low grades in the class.

Lack of Proper Resources: Even though my University library has a very good collection of the all study materials especially the ones being taught in courses sometimes, for further research, extra knowledge and to obtain different views, it is indispensable to go to other sources of study materials which I have found a bit scant in the place I live. Our local community library has not got a descent collection of books in the topic. Internet is the only answer to this problem but sometimes a physical book, journal, paper has not any alternative.

6. Personal Development Planning

According to – Thrive Global – Medium.<https://medium.com/thrive-global/how-to-complete-a-personal-swot-analysis-2f8769aebd5e> [Accessed 24 Aug. 2018], SWOT analysis is a method to identify Strengths, Weaknesses, Opportunities and Threats of a business as well as in personal level. After having learned about it I have tried implementing SWOT in my personal learning and development and have noticed a significant difference in the overall outcome of my learning and development.



To improve and develop my professional skills I have scrutinised every attribute about myself and categorised, dissected all my characteristics, in terms of SWOT, about myself, my choice, my way of doing things, communicating with others, level of understanding, catching and understanding a new subject, my analytical, decision making and inter-personal skills.

Having analysed and segregated my characteristics in different groups, based on SWOT method, gave me the idea of my overall strength and weakness based on that I could decide which areas I need to work on, which I believe would bring positive effect in my career development, and which areas I am good at.

A SWOT analysis helped me better understand how to play to my strengths and manage my weaknesses, as well as uncover opportunities for growth and eliminate threats that could keep me from moving forward.

This important and very effective exercise helped evaluating my characteristics in a very small-scale. I believe this analysis and my planning to work on this analysis will support me achieving my goals both in personal and career development.

To perform a personal SWOT analysis, I have divided all the attributes in four different segments, one each for strengths, weaknesses, threats, and opportunities.

Table 1 My Personal SWOT Analysis Table

Strengths	Weakness
▪ Communication Skill ▪ Inter-Personal Skill ▪ Delegation Skill ▪ Optimism ▪ Team Player	▪ Organisational Skill ▪ Lead by Example ▪ Self-Evaluation ▪ Confidence in Decision Making ▪ Flexibility
Opportunities	Treats
▪ Supportive and Encouraging family ▪ Prospect of higher education ▪ Supportive colleagues and management at work ▪ Career aspiration	▪ Putting too much work-related pressure ▪ Adding unnecessary, avoidable stress ▪ Staying at one job too long ▪ Not adding new skills

I have talked to different people at work, at the University, in my family and with my friends who know me well and asked for their honest feedback.

I used my SWOT analysis to match my strengths with opportunities, discover my gifts and have taken assertive action in those areas. On the other hand, I tried matching my weaknesses with threats to discover situations I should avoid. I also used the information to convert my weaknesses into strengths and threats into opportunities, wherever possible.

To make this effort as efficient as possible I have decided to use this exercise each time I look for a new job, consider a career shift, or even with a new subject module, course at the University, believing this will give me an abundant insight, action steps, and laser focus — a recipe for success.

Implementation of Johari Window in my interpersonal communication skills:

The Johari window helps answer the age-old question of how to build trust within a group and therefore build an effective team.

Ever seen or indeed been a part of a team that had synergy? That the team members were open and honest, working well with each other? As a result, the team probably achieved good levels of success and were very effective in meeting tasks and objectives. We probably too, got a feeling that things seemed a lot easier and there was a sense of organisation and joviality amongst the team members.

We agreed that trust is critical for the success of our team. I saw the instances in teams when trust hasn't been there: failure normally follows. Trust, then seems an integral part of forming an effective team.

I discussed the Johari article with my colleagues and tried finding how we can build trust, expectations and reliance between us and we have found the following ways to increase these attributes among us:

1. I printed the Johari Window articles and explained the Johari window to my team members.
2. Got the team members to start to think how they open everyone's open area.
3. Started small, and get the team to share small, harmless items to help build disclosure and trust and kept this method running regularly.
4. Made sure that people open only to what they want to. Uncovering deepest darkest secrets was not advisable.
5. Didn't forget to encourage people to provide feedback as this not only opens the Blind Area in the model, but is a great tool for personal growth.
6. For it was possible that one's candid feedback might offend others so we made sure we were aware of the sensitivity of the issue.
7. We then focused on feedback, shared our discovery together, self-disclosure and self-discovery to helped the team develop understanding and grow together.
8. Constructive feedback is a great method to use, so we spent time to develop your constructive communication skills.

Johari Window on Myself

- **Arena**
I am very straight, frank and jolly minded. Sometime I might be a bit of short tempered but I usually calm down within few minutes, these are the traits most of the people know to me are mindful of. I understand this would be one my failings behind my personal and career developments and I am constantly trying to improve myself in this.
- **Façade**
I am emotional and take tend to accept new people as friends. These are known only to my very close people and family members and no other people. At work sometime due to this nature I put myself in awkward situations, but I am trying to be more selective and careful while meeting new people.
- **Blind Spot**
When starting a new subject or topic my I believe I do not fully understand the subject but my friends, colleagues have in several occasions told me that I while discussing the topic with them I can eloquently explain to them, make them understand so easily that they have found while trying themselves harder. Perhaps this is true that even though I am not clear to myself and I can explain it to others but I am happy that explaining to others gives me opportunity in explaining, reading it out myself repeatedly which makes my learning very strong.
- **Unknown**
I have a Johari window chart attached to the wall in my bedroom, everyday I am exploring myself, questioning myself and asking others if there are any new areas I should observe about myself or they notice something in me which have already been unearthed or haven't but worth exploring and as soon as I get them I will put them in the Unknown quadrant.

7. Understanding & Expectations of the world of Employment:

According to <http://www.acas.org.uk/index.aspx?articleid=4663>, [Accessed 24 Aug. 2018], Followings are the laws an employer must follow while recruiting and employing someone:

- Whether or not workers on zero hours contracts are they entitled to holiday pay.
- Rights to time off work
- Termination notice periods and pay.
- The right to be free from discrimination based on age, gender, race, national origin, or religion during the hiring process.
- Rights of privacy.
- Right to a safe workplace free of dangerous conditions, toxic substances, and other potential safety hazards.
- Right to be free from retaliation for filing a claim or complaint against an employer (these are sometimes called "whistleblower" rights);
- Right to fair wages for work performed.
- Ensuring fairness in the workplace.
- Details of working hours under the Working Time Regulations.

No-one would deny that the world is changing, and probably at a faster pace than most of us can keep up with. Macro level changes to the world's economic make-up, coupled with technological advancement, changing workforce demographics, global integration and increased competition have meant that approaches and attitudes towards work have transformed, so that the world of work is almost unrecognisable compared to the one in which many of us started our careers.

To my point perhaps we are losing the most important area – the employer's point of view. They are never looking for a perfect employee...they are always look for the *right* employee. To my understanding we hope the employer will see that, with some guidance and training, the student or young adult will become a great employee. We know this individual, they don't. Right? Wrong. Employers know *employees*. They know what their business needs to succeed. We must operate with *their* objectives as our framework in *preparing* youth for employment. Can we answer these questions?

- What does the employer want from me?
- What do I need to know?
- How should I present myself?
- What resources are available to help me prepare?

Only when these questions have been answered can I teach these key points about employer expectations:

- Be on time – *always*.
- Follow directions and accept feedback.
- Don't text or talk on your cell phone when you're working.
- Maintain a positive attitude always.
- Treat your supervisor and co-workers with respect.
- Take job responsibilities seriously.
- Avoid the "that's not my job!" mentality.

Employers are looking for the right workforce to keep their operations running smoothly and provide their customers with an excellent experience. They usually prefer candidates who are:

- Comfortable working as part of a team;
- Able to follow or lead when appropriate;
- Capable of hands-on participation – outside of their typical duties – when necessary;
- Willing to pursue ongoing training and education;
- Sensitive to diversity in the workplace and the community they live in; and
- Aware of, and can articulate, personal career goals.

8. My Career Ambition:

Although business is a field of broad interest, I have particularly grown an interest in the managerial aspect of it which I find very interesting with a lot of demands, challenges and the peculiar way of how it affects someone's life both directly and indirectly. I am a forward-thinking individual who has driven, ambition and ability, all of which are traits that are vital for effective business management. I have achieved good team-working skills, also able to work individually or as a group and have also attained excellent.

Having done this course I believe that I have the qualities and skills to create a more successful career in this area. Ever since I can remember, I recall always wanted to work in a team environment, to organise everyone and give them certain tasks to do. I remember how I used to organise all the plays and concerts that we did in my personal life. I have been inspired by so many other people, some of them are from my family, some of them were directors of successful business organization. This is a field which I encounter in my everyday life which involves with the buying, selling, discounting, marketing and promoting of finished goods and the sharing of ideas is also a form of business, so nevertheless we all participate in business informally or formally in our day to day lives.

I have achieved good team-working skills, also able to work individually or as a group and have also attained excellent organisational skills which I gained through my academic and work experience. My key strengths which I consider to be; being in a team environment making analytical judgements, people management, making critical decisions, assessing business situations, marketing and identifying important points. I have an excellent interpersonal skill which I acquired from the study of communication skills which allows me to relay business information clearly to my target audience, and can prepare or relay my analytical information with the use of Microsoft Office applications for a better visualised and analysed business strategy or information.

The study of Professional Career Development has enabled me to examine the versatility of technology and techniques in giving businesses a more competitive edge by considering issues such as organisation of objectives, designs and infrastructural support which makes the business more flexible. I feel the most important points I discovered so far from the time I've spent working with my colleagues and team members is firstly the ability to understand what drives a team motivation, a business, and the processes needed to help resolve any barriers to continued growth and profitability. Secondly being able to look beyond the numbers to the business trends and drivers, and thirdly being able to work to deadlines and handle pressure. I am indeed a social person, and always like to be involved or be a part of my local community, where I help in the anchoring, hosting and management of events both the non-profit and profit based events. Also, been involved with a charity organisation by which I was involved in both the marketing and the management of the event. I am now looking for an opportunity to further my personal development and career progression, after finishing my professional development course, by enrolling with a reputable university on a business management degree course. I want to learn more about the nature, power and limitations of various business techniques; how management can influence a business' performance; how business and other types of organisations can help society to function and address society's problems.

9. My Personal Development Plan:

My personal development plan includes the followings tasks which I aim start soon and will continue while I am studying my Batchelor:

Goal	Action	Evidence of Achievement	Target Date
Finishing Certificate of Higher Education Skills for Workplace course I will enrol into a (Batchelor) business-oriented program.	Took decision	Have finished 2 nd semester.	31/12/2019
While doing my bachelor I will continue exploring and learning to enhance my knowledge in this area.	Started exploring, reading.	Have started reading journals, newspapers etc.	31/12/2018
I have a plan to take some paid membership of some business organisations, i.e. UKBA, IIBA. Etc. to keep myself up to date with latest trends and changes.	Have selected some business bodies.	In the process of the membership of UKBA.	31/12/2018
I will also subscribe some business magazines, i.e. Bloomberg Businesswek, business Today.	Picked some publications, i.e. Bloomberg Businessweek.	Have visited many business websites, Bloomberg Businessweek, etc.	31/12/2018
I will regularly attend the business seminars and symposiums in London and keep myself involved with business related activities.	Started exploring options.	http://www.theregister.co.uk/	01/03/2019

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