



UNIVERSITY OF WALES ———
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Module: Professional Career Development

Module code: BMSW 4005

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Introduction

The aim of this report is to express my acquired more confidence and competence as an effective employee from professional career development Module, such as my personal achievements using a lifeline map chart, Reflection on role play, self-motivation, learning styles and SWOT analysis, PDP. I would also like to seize this opportunity to appreciate my Lecturer ANITA NAN whose magnificent work has contributed to my confidence and competence for a well delivered Module.

Taiwo's Lifeline map chart:

A lifeline map chart is reviewing the significance moments in your life story and reflecting on the highs and lows to gain insights that can influence your future career, it helps to start to think about the things you might want to consider developing. I am reviewing my lifeline achievement chart from birth to date below.

HIGH POINTS

Age17 Finished secondary school in 1993. Apprenticeship in hair dressing.	Age21 Attained a Diploma in business studies 1996	Age 23 First paid job, Later Migrated to the U.K in 1999.	Age 24 I had my first child in 1999	Age 26 Employed fulltime job with South Western Railway in 2001 till date	Age 28 I bought my first property in 2003. Did voluntary work with local charities .	Age 35 married in 2010, had 2 more children, Won the National Rail Customer Service Award in 2010.	Age 46 Attained a diploma in natural skin care, Customer service level 3 Currently studying at UWTSD to progress to a degree
BIRTH 23/4/1975	20'S	20's	20'S	20'S	20'S	30'S	40's
Now 46 years, own 2 properties, studying in the university to gain a degree to progress my career in my workplace as a station manager.							

LOW POINTS

Awaiting admission into higher education for 1 year. 1994	Age 25 separated from partner due to domestic abuse, I became confused and sad, especially being a new mother.	Age 25 Unemployment, job hunting
Age 18	20's	20's

Reflection on Role play for interview.

Gibbs, (1988) Structures learning from experience helps to think about experience had during a specific situation, event, or activity. It allows improvement for present and future. I will be reflecting on Role play using Gibbs six out of eight reflection model such as Description, feelings, Evaluation, Analysis, Conclusion, and Action plan. The event was based on advancing interview skills.

Description: I was interviewed first by my role play partner (Clint), he welcomed me warmly with a smile to the interview. He mapped out the interview and the position I was applying for. He asked me a good mixed of questions which allows the conversation to flow on both sides, I answered all five questions to the best of my ability within the time scale, sharing my current position experience, my transferable skills, I explained how I went extra mile dealing with customers and my future career development.

Feelings: I did not know what to expect, I became nervous until the interviewer mapped out the questions then I began to think about the relevant experience that suit the answers to the questions, I was focus, confident, discussing all questions in depth and maintaining eye contact with the interviewer.

Evaluation: My experience was pleasant with the interviewer because I researched the company, have a thorough knowledge of the company and their products. I was well prepared and believed in myself that I will get the position, I did not have an unpleasant experience, every moment went well for me.

Analysis: The sense I can make from the interview was Preparation and being able to convince the interviewer that I am the right candidate for the position, spent time researching the company to gain a detailed knowledge of the company/ products which enhance my confidence and self-esteem.

Conclusion: Looking back on the day of the interview, I felt stimulated when class members gave our performance a round of applaud, delighted I made a successful day by answering all questions to the best of my ability, well prepared, confident, impressing the interviewer that I am the right candidate for the position.

Action plan: I will pursue all my SMART goals, increase knowledge and training, continue to build more employability new skills, especially in technology, further my studies to attain degree qualifications to progress my career and participate in Voluntary work to gain more managerial experience.

Self-motivation

Self-motivation is the force that drives you to do things, work towards goals and put effort into development. I am motivated by praying for motivation and being focus, it helps to work on my weaknesses which do not hinder my plan, it encourages resilience, and learning new skills, pushes me to register my interest on regular training, taking ownership of problems. Clearly defines goals, prioritise, coaching others, and being creative to ideas for improvements. I have learned about factors that can help me to build self-motivation such as self-confidence/self-efficacy, positive thinking about the future, focusing on strong goals and a motivating environment.

Locke, E (1960) put forward goal setting theory of motivation states that goal setting is linked to performance to that specific and challenging goals along with appropriate feedback contribute to higher and better task performance.

I am motivated by successful people for example Bill Gates, surrounds myself with positive minded people, make friends with people who I can trust to be supportive. An example, at my workplace, I am highly motivated by satisfied and unsatisfied customers. I appreciate the positive comments of the satisfied customers which encourages me to do more, take critics on board and work on improvement for unsatisfied customers.

My coach in my current position Alan Hopgood, motivated me during my coaching in 2006 for my current position. He has an exceptional customer service and people's skills which I learned a lot of skills from him by watching, listening, and following instructions, in 2009 I was a runner up in the National Rail customer service week Award, I have received several THANK YOU cards from my managers and thankyou letters and emails from the customer service Department taking time to recognise the accolades I have earned.

Currently, I am studying certificate in higher education skills for the workplace level 4, with my new acquire knowledge, I am now motivated to progress to Leadership and management level 5&6 leading BA hons degree. I found the PCD Module clear, concise, and understanding, paying attention to details for future knowledge.

Learning Styles

Learning style is an individual preferred means of acquiring knowledge and skills or best way to think, process information and demonstrate learning. Pritchard, (2008) 'Different learners do not all learn the same way, everyone will adopt an approach to learning with which they are comfortable. I have learnt about the models of learning styles which are Kolb (1984), Honey & Mumford (1986), and VAK.

VAK Learning style uses the three main sensory Visual, Auditory and kinesthetics to receive and learn information and experiences to discover a person's preferred learning style. Visual learners use graphs, charts, pictures and reading information. Auditory maintains learning through hearing, prefers being told how to do a task, differentiate speaking Tone. Kinesthetics learners carry out tasks physically by demonstrating or using their hands, commonly known as doers. I am a visual learner after the class quiz exercise, the result reveals my accurate learning style result, which has influenced my learning process by remembering important things and note taking, enhance my learning interaction, keep me focus on tasks without distractions, motivated for a lifelong learning, and has increases my confidence.

What Employers want: Employers are looking for employees with positive attitude to work, using initiatives and being proactive. Honesty and integrity, time management, creativity and resilience, ability to make decisions and solve problems., ability to organise, ability to communicate with people verbally or written for example report writing, plan, organise, and prioritise, adaptability to change, for example pandemic working from home, I.T skills and Technology based skills for example social media.

Johari window: Luft, J. and Ingham, H (1955) It is one of the most effective tools for developing self-awareness, improving communication skills and mutual understanding among a team. It represents information, feeling experiences, views, attitudes, skills, intentions, motivations about an individual. Johari window is divided into four quadrants the Open self (information both me and others know), The Blind self (Information that I do not know but others do know) Hidden Self (information about me that I know but others do not know) Unknown Self (Information that neither me nor others know). It helps to improve teamwork and relationship, build trust, encourage team members to give feedback for improvement, builds better and trusting relationship, solves problems, work effectively, increase productivity in the Team.

SWOT Analysis

Swot stands for Strengths, Weaknesses, Opportunities and Threats. A personal swot can enable an individual to progress career and achieve goals, it provides an insight based on personal strengths and Weaknesses (internal) what challenges, see ahead what opportunities are present and in future, which are things I have control over and can change. Opportunities and threats are (external) are worrying and preventing me from achieving my goals. Below is an illustration of my personal SWOT.

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
Currently studying at UWTSD. Won an award for national customer service in 2010. Exceptional customer service skills often impress customers. personal resources e.g., confidence, self-efficacy, resilience, motivation. Etc Communication/ Questioning skills. In-depth railway knowledge and products. Reliable Team player, learning new skills/committed to success. Creative to innovative ideas for improvements and progress.	Eager to get things done causes me stress because I cannot take my mind off until it done. Fear of failure. I avoid heavy lifting. Scared of new Technology. I avoid too much paperwork.	Covering station manager on secondment, gives a picture of position. Applying for management position. Training in relation to position. Studying to acquire qualification to become a Station manager.	Many applicants for position. Demand for station manager's position may be changing. Loss of job due to pandemic. Redundancy.

Employment goals: These are specific areas I will pursue in my career such as attain a leadership position (Station Manager), study to get a degree qualification, increase training and own an Event planning business.

SMART goals: My specific clear goal is to be a station manager in my workplace, this is measurable because I am studying to attain a paper qualification to apply for the post which is the finish line. Achievable by training, and applying for the position, this is relevant to my career and work experience. My timebound is about 3years when I have completed my paper qualification. Smart goals enhance creating a solid and attainable goals.

Short term goals: Improve my I.T skills within six months, reduce my habit of talking on the phone around 3months frame. Improve on my weaknesses for example completing paperwork weekly, learn new skills in technology in 5 months.

Long Term goals: These are my future goals, attain a degree in two years, apply for a Station manager position in 2years, progress my qualification to MBA in 3 years. Establish an Events planning business in 5years. I will ensure my professional skills are up to date as the world is changing by being open to new skills.

Personal Development plan PDP

A lifelong process to improve my knowledge, skills, and experience. My Swot analysis has enabled me to identify my weaknesses, areas of development and self-awareness will enable me to improve quality and performance.

I am formulating an action plan to make myself available for regular training in relation to Station management position, for example pushing for growth incentives from management, Shadowing the position, register my interests, and attain a paper qualification. Currently, I am studying CERT/HE skills for the workplace Level 4, with my new skills and confidence, I will be progressing to level 5&6 Leadership and management. I have a short term and long-term goal, both required for overall success. I have adapted the SMART techniques which help to prepare for what is next and putting me in a positive mindset.

Conclusion

I have revealed my lifeline from birth to date, reflecting on my highs and lows. Reflection on the role play using the Gibbs six models, self-motivation, I regularly remind myself to be positive thinking, build my confidence and self-efficacy all learned from PDP. I now understand people learn differently to adapt their own comfortable learning style. I know the skills employers are looking for, the Johari window is a self-developing awareness tool, I have used SWOT analysis to identify my own strengths and weaknesses, PDP to formulate an action plan and awareness of how to meet goals, I will be developing my goals using SMART Techniques to achieve set goals. I do have a short term and a long-term goal I will ensure my employability skills are up to date. ("Quote by Benjamin Franklin: "If you fail to plan, you are planning to fail")

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Appendix1

Job application form

Application for [job title] – Customer Service Manager

Your details

Name: Clint Aloysius Visvakula

Education and training

Please give details:

Currently studying CertHE Skills for the Workplace at University of Wales Trinity St David London Campus. (2021)
Travel Studies - Greenwich School of Management - London 2002 – 2003
Air Travel Level 1
Accountancy - I C A - Colombo Sri Lanka 1994
Studied CIMA for 6 months and did not sit for the exam. Completed the course Train the trainer, food hygiene, health & safety management, leadership skills with Entain

Qualifications

Please give details:

GCE A/L - 1993 Sri Lanka - Accountancy, Commerce & Finance, Economics, Logic & Scientific Method.
GCE O/L - 1990 Sri Lanka
Travel Studies - Greenwich School of Management - London 2002 – 2003
Air Travel Level 1
Accountancy - I C A - Colombo Sri Lanka 1994

Employment history

Your current or most recent employer

Name of employer: Entain Plc

Job title: Market Place Manager

Length of time with employer: 10 years

Reason for leaving for a better career opportunity

Duties:

Managing two high street betting shops in central London W2. Managing 12 staff who directly report to me. Responsible for shop profits and maintain budgets. Responsible for staff training and their development. In charge of payroll and holiday management for the area which includes over 150 staff.
Lead manager for staff productivity.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Owner/partner – St. Anne's services – Eynsham

I was partly owned the Franchise of BP Garage in Eynsham Oxford through MRH Retail. I was in-charge of the whole Management side from Personnel to Stock. My duties were liaising with the Head Office. Dealing with the local authorities, such as Environmental health officers, petroleum officers, police. Providing information to the accountant and to the head office on daily basis, bookkeeping, filing, reconciling stock, ordering stock, managing the price on goods, market research.

Sen & Co Solicitors – Wembley

I worked all around the Company such as assisting to the principal solicitor for making files for clients and filing cases in courts, as the receptionist, accompanying clients to Home Office interviews, collating evidence, making bundle of documents to be filed in courts, doing inactivity checks on ongoing files, entering productivity data on to the computer, handling petty cash and providing data and information to the accountant.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I am an energetic enthusiastic person who has a smart and pleasant personality, who consider himself as an honest caring person and who is extremely polite and fluent at communication seeking for a challenging customer service position in the hospitality industry.

Right to work in the UK

Do you need a work permit to work in the UK? Yes

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Clint Visvakula

Signature: Clint Visvakula

Date: 03/11/2021

Appendix 2



Name: Taiwo Dorcas Oladipo Bright

Student ID: 2020826

Module: BMSW4005

Lecturer: Anita Nan

5 Interview questions for role play

1. Tell me about your yourself.
2. On your application you mentioned you are managing 11 staffs, tell me how you use your decision-making skills to deal with a challenging team member.
3. How would your last employer describe you?
4. What transferable skills are you bringing to this position?
5. Where do you see yourself in the next 5 years?