

Reflective report on my career development plan (LCHS4005_LON) PART 2

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Submission Date: 10 May 2023

Table of Contents

Introduction	3
Career Path	3
Current Skills	5
Gap in Skills	7
My Approach for communication and time management skills acquisition.....	9
Job Interview Role Play.....	11
Conclusion	12
Reference list.....	13

Introduction

One of the assignments of this module is to write an academic reflective report about my career development plan using either Kolb or Gibbs reflective cycle as a guide. I have chosen to use the Gibb's reflective model to reflect on the following topics: my career Path, my current Skills, my skills gap, my systematic approach to skills acquisition, and my recruitment and selection.

Career Path

Description:

According to Gonzalez, 2019, as a personal assistant to a general manager, your responsibilities may vary depending on the specific needs of the manager and the company you work for. However, some general duties that you may be expected to perform include administrative tasks, communication, information management, project management and liaison.

Feelings:

It can be challenging to become a personal assistant because I will need to handle multiple responsibilities and maintain confidentiality. It requires being highly organized and efficient to ensure that the general manager's objectives are met.

Evaluation:

The role of a personal assistant to a general manager is crucial for the smooth functioning of a company. The ability to multitask, prioritize tasks, and communicate effectively is necessary for success in this role. Additionally, I will need to be discreet and maintain confidentiality as I will likely have access to sensitive information (Rahman & Uddin, 2020).

Analysis:

To perform the duties of a personal assistant, it is essential that I have strong communication skills and be proficient in administrative tasks. Additionally, information management and project management skills are necessary for supporting the decision-making process of the general manager. Being able to liaise with external stakeholders and maintain confidentiality is also critical.

Conclusion:

As a personal assistant to a general manager, it is crucial to be highly organized, efficient, and adaptable. Multitasking and prioritizing tasks effectively are essential for success in this role. Strong communication skills, discretion, and the ability to maintain confidentiality are also necessary.

- **Current Skills**

Description:

According to Indeed, n.d, being a personal assistant to a general manager requires a combination of technical and soft skills, including organization, communication, attention to detail, time management, technical skills, discretion and confidentiality, adaptability, and problem-solving.

According to Schreurs et al. (2014), technical skills are job-specific abilities or knowledge required to perform tasks related to a particular field, such as using a specific software or operating machinery. Technical skills are often learned through training or education, and they are essential for performing a job competently.

On the other hand, soft skills are personal attributes and interpersonal abilities that enhance an individual's ability to work effectively with others. Examples of soft skills include communication, teamwork, adaptability, problem-solving, and leadership. Soft skills are generally considered to be more difficult to quantify and assess than technical skills.

While technical skills are necessary for performing specific job tasks, soft skills are becoming increasingly important in the workplace, particularly in managerial and leadership roles. Soft skills can enhance teamwork, communication, and problem-solving abilities, which are crucial for success in today's complex and dynamic work environments.

According to Betterteam website, the Assistant General Manager Job Description typically includes responsibilities such as Supporting the General Manager in day-to-day operations; Developing and implementing strategies to improve business performance; Managing budgets and financial plans; Ensuring compliance with company policies and regulations; Coordinating with other departments to achieve organizational goals; Recruiting, training, and supervising staff and Providing excellent customer service.

The website also mentions requirements such as Bachelor's degree in business administration, hospitality management, or related field; Proven experience in a leadership or management role; Excellent communication and interpersonal skills; Strong organizational and problem-solving skills; Ability to multitask and prioritize tasks effectively; Knowledge of financial management and budgeting; Proficiency in Microsoft Office and other relevant software.

Feelings:

I feel confident because I believe I possess some combination of technical and soft skills that

are crucial for success in the role of personal assistant to a general manager.

Evaluation:

These are some of my essential skills for the role of personal assistance for general manager:

- Organization: I can manage multiple tasks and deadlines while ensuring that everything is well organized.
- Attention to detail: I am meticulous in my work, and I ensure that no detail is missed.
- Technical skills: I am proficient in using software and tools such as Microsoft Office, Google Suite, and project management tools.
- Discretion and confidentiality: I am able to maintain confidentiality and handle sensitive information discreetly.
- Adaptability: I can adapt to different situations and be flexible in my approach to work.
- Problem-solving: I can be able to think on my feet and come up with creative solutions to problems as they arise.
- Bachelor's degree in business administration.

Analysis:

Most of the skills required for the position I already have. And this make me being a competitive candidate.

Conclusion:

To excel in the role of personal assistant to a general manager, one must possess a combination of technical and soft skills. A bachelor's degree in business administration is often required, along with proficiency in using relevant software and tools. And most of the skills required I already possess.

- **Gap in Skills**

Description:

Communication and Time management are also essential skills listed for the roll of personal assistant for the general manager.

Feelings:

These two skills are the ones that I need to develop to be a competitive candidate in the job position for a personal assistant to a general manager.

Evaluation:

Communication is an essential skill that plays a crucial role in various aspects of our personal and professional lives. Effective communication enables us to express our thoughts and ideas clearly, understand others' perspectives, build relationships, and achieve our goals (Bovee & Thill, 2016). Good communication skills are highly valued by employers and can lead to improved career prospects, better collaboration, increased productivity, and higher job satisfaction (Holmes, 2013). Communication is also essential for problem-solving, allowing individuals to gather information, express their thoughts and ideas clearly, and work collaboratively with others to find solutions to problems (Richmond, McCroskey, & Powell, 2013).

According to MindTools (2021), time management is "the process of planning and organizing how much time you spend on specific activities to make the most effective use of your time". This involves prioritizing tasks, creating schedules, and avoiding distractions to achieve greater efficiency and productivity.

It is a crucial skill that helps individuals to effectively plan and use their time to accomplish tasks and achieve their goals. Effective time management can lead to increased productivity, reduced stress, and better work-life balance (Manktelow & Carlson, 2020).

Analysis:

With communication I can be the main point of contact between the general manager and other employees, clients, and stakeholders. As such, I will need to have strong communication skills and be able to convey messages effectively and professionally.

With time management I should be able to prioritize tasks and manage my time efficiently to meet deadlines.

Conclusion:

In conclusion, both communication and time management skills are crucial in various aspects of our personal and professional lives and I need to develop both of these skills.

- My Approach for communication and time management skills acquisition

Description:

Communication and Time management are two skills that I need to improve to help me being selected for the position of personal assistant to a general manager.

Feeling:

I feel positive and motivated to improve my communication and time management skills and committed to implementing changes in my routine.

Evaluation:

According to the research article by Kock and Gemünden (2018), individuals can develop their communication skills by seeking out opportunities to communicate with diverse audiences, practicing active listening, and using a variety of communication channels.

Effective time management can lead to increased productivity and job satisfaction, as well as better performance evaluations (Crosbie, 2018). Additionally, time management skills were positively associated with reduced stress levels and improved well-being (Demerouti et al., 2005).

Analysis:

Both skills are essential for success in various aspects of life, including career advancement, productivity, and overall well-being.

Conclusion:

To achieve the job position that I want I need to incorporate a new routine in my daily life.

Action Plan:

My approach to improve my communication skills are:

- Listen actively: I will try to actively listen to what the other person is saying, without interrupting or judging them.
- Pay attention to body language: Nonverbal cues such as facial expressions, gestures, and posture can convey important information.
- Ask questions: I will ask open-ended questions to encourage conversation and show interest in what the other person has to say.

- Use feedback: I will ask for feedback from others to improve my communication skills. This can help me to identify areas where I need to improve and make changes accordingly.
- Practice: I will seek out opportunities to practice, such as public speaking or networking events.

My approach to improve my time management skills are:

- Set clear goals: I start to clearly define my goals and prioritize them based on their importance and urgency.
- Make a to-do list: I will create a to-do list or use a planner to organize my tasks and activities.
- Prioritize my tasks: I will prioritize my tasks based on their importance and urgency.
- Avoid multitasking: I will focus on one task at a time to maximize productivity and minimize distractions.
- Learn to delegate: I will start to delegate tasks to others when possible to free up time for more important tasks.
- Avoid procrastination: I will avoid putting off tasks until the last minute, and instead, breaking them down into smaller, manageable tasks.
- Use technology: I will use time management tools and apps, such as timers, reminders, and productivity apps, to help me stay organized and focused.

- **Job Interview Role Play**

Description: During our class's role play regarding a job interview for the position of personal assistant to a general manager (with observers), I was able to get perspective as both an interviewer and an interviewee. As the interviewee, I had to respond to five questions, and I utilized both straight answers and open-ended questions when conducting interviews.

Feelings: As an interviewee, I was calm because I had practiced my response at home, so I was feeling very comfortable. And besides that, the person playing the role of interviewer had a very friendly energy and made me feel relaxed and comfortable. When it was my turn to lead the interview, I think I was able to create a welcoming and supportive environment and I believe I was able to make the interviewee feel comfortable too.

Evaluation: I believe that during a job interview, it's important to project an air of competence, confidence, and approachability. Interviewees gave interviewers higher ratings for competence and dependability in a study by Tschuschke et al. (2016) when they stood straight, made eye contact, and leaned slightly forward. Additionally, compared to interviewers who adopted an open body posture, those who sat with their arms and legs crossed were perceived as being less friendly and hospitable.

Analysis: Practicing common interview questions before an interview is important for several reasons. Firstly, it helps to build confidence in the interviewee (Nayak & Kadam, 2014). Secondly, it provides an opportunity to refine and improve answers, including delivery, clarity, and conciseness (Eby, Allen, Evans, Ng, & DuBois, 2019). Thirdly, it allows the interviewee to anticipate potential questions and prepare thoughtful, relevant answers (Ali & Ahmed, 2019). Finally, it demonstrates to the interviewer that the interviewee is serious about the job and has taken the time to prepare (Nawaz, 2019). Which is precisely what occurred in my interview experience, I was feeling confident, and I believe I show that I am serious about the job position and have taken the time to prepare.

Conclusion: In conclusion, practicing common interview questions is an important part of preparing for a job interview. It can help you feel more confident, improve your answers, anticipate potential questions, and demonstrate your preparedness to the interviewer.

Action plan: Practice active listening is one of my possible next steps in the case that I am the interviewer. As an interviewee, to achieve a successful job interview, I should continue to practice common interview questions, review the job description, research the company and be sure to highlight my relevant skills and experience that make me a good fit for the job.

Conclusion

In conclusion, to be a personal assistant to a general manager it is required to have certain technical and soft skills. The essential skills for the role of personal assistance for general manager that I have are organization, attention to detail, technical skills, discretion and confidentiality, adaptability, problem-solving, and having a bachelor's degree in business administration. But I still need to work out on my communication and time management skills.

My approach to improve my communication skills is to listen actively, to be clear and concise in my language, to pay attention to body language, to ask open-ended questions, and use feedback to identify areas for improvement. And for time management I plan to set clear goals, make a to-do list, prioritize tasks, avoid multitasking, learn to delegate tasks, avoid procrastination, and use time management tools and apps.

By incorporating this routine into my daily life, I believe I will become more productive, efficient, and less stressed and achieve the job position that I want.

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