

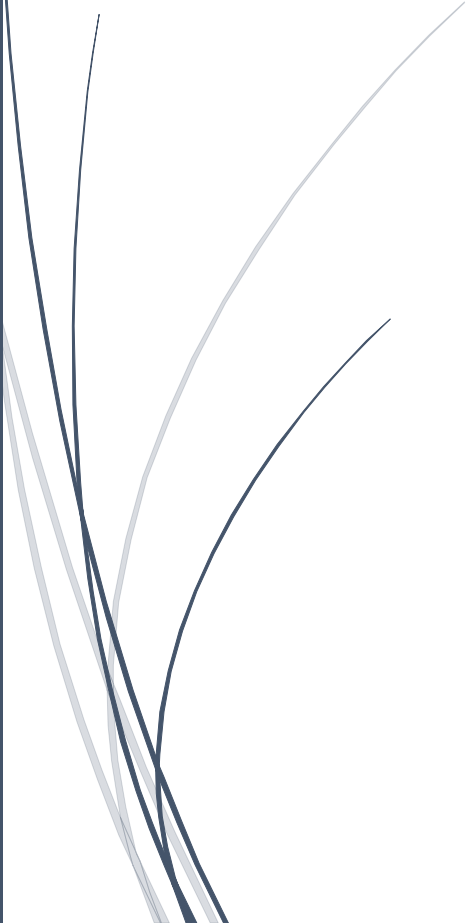
A dark blue vertical bar runs down the left side of the page. A blue arrow points to the right from this bar, containing the date 9/6/2022.

9/6/2022

Professional career development

BMSW4005_LON

Task2

Several thin, curved lines in shades of blue and grey originate from the bottom left and sweep upwards and to the right.

FRANCISCO JOSE VALENZUELA GARCIA
Lecturer: Bianca Sanfilippo

Contents

1- Personal reflection on the role play: Recruitment and Selection, Applying Kolb's (1984) learning cycle	2
2- Skills and knowledge which contribute toward working effectively	3
3- My personal strengths and areas for further development	4
4- SWOT ANALYSIS –	5
5- My employment goals and my personal career action plan/development plan	6
6- My short - medium – long term targets for the development of my own professional career plan	8
7- Conclusion	10
8- References	11
- Appendix A - The questions asked as interviewer in the role play (A1)	12
- Appendix B - Application Form completed as applicant for the role play	14

1- Personal reflection on the role play: Recruitment and Selection, Applying Kolb's (1984) learning cycle

In my role-playing experience as an interviewee, following the Kolb's cycle methodology, I can argue that at first, at the beginning of the interview when I presented myself to the hiring manager, I felt totally involved in the experience. When he asked me how long it had taken to arrive, I felt calmer when imagining the trip, once the questions about the hiring began and he asked me about myself, I felt able to explain my way of acting in life and work, I could notice the difficulty of expressing what you really want to convey, since it is a very broad question and giving a concentrated answer in a few words is very difficult. Realizing that the interviewer will guide the interview, I felt more relaxed. Then the interviewer asked me about my experience, it was nice to be able to talk about my work past, I didn't feel any kind of pressure and I was able to express myself easily. I felt a bit overwhelmed when the interviewer asked me for the reasons for choosing this company, since it gave me the feeling of betraying my old job, I also felt concern when she asked me about my availability for work since I have responsibility and only, I can adapt to a specific shift. I felt satisfaction knowing that my limitations were not a problem and the interviewer offered me the job, it's nice to meet a goal.

In my experience as an interviewer, the point of view changed a lot since I suddenly noticed more responsibility. When the interviewee appeared, I decided to start the interview with questions about how she was doing and how she came to work, to try to establish a close relationship. After offering him water, I explained the origins of the company, I always felt calm and sure of myself. I asked about his experience and listened carefully. I decided sincerely since I felt comfortable and noticed that the interviewee was interested, I explained that I liked her working life, I wanted to make her understand that I was interested since I had worked in the hotel industry and had experience, I was grateful to see her interest. I asked her what she was like and felt in tune with what she needed for the position. I was worried about asking about her availability, I felt a bit pressured having to deal with some complications, but I also felt prepared to face them, so I decided to hire her, I explained to her what the first days and the bonuses of the company were going to be like, I felt that he had made a good choice.

As the interviewee observes the situation is one of nervousness, the interviewee is in a situation of expectation and that the interviewer has a superior position, it is understandable since the interviewee has to offer his best vision of himself so that the interviewer accepts it. It is observed that the interviewer begins by asking about her trip to begin the interview personally. In the question about oneself, it is appreciated that an atmosphere of more pressure is created since the question causes the interviewee to express himself clearly, as in the question about experience. It is observed that the parties relax when they reach a positive result.

I can theorize that both the interviewer and the interviewee are faced with a situation that makes them tense and nervous. From the position of the interviewer, he is faced with making decisions based on his observations, which causes pressure, and from the position of the interviewee, he is faced with a critical situation since he must use himself to express himself clearly.

For a good application of what has been learned, it is essential to achieve a less tense environment since both the interviewer and the interviewee can exercise their role as clearly as possible. The interviewee should be clear about her answers by rehearsing them and the interviewer should ask the most important questions sequentially.

2- Skills and knowledge which contribute toward working effectively.

In my search for a job as a manager, a series of skills and knowledge normally related to directing and leading are continuously demanded, it is normal since the job requires making better decisions within a framework of responsibility, allocating available resources efficiently, plan correctly and manage people from motivation, enthusiasm, and commitment.

Below I will explain the most important ones that I have been able to identify:

Communication.

It is very important to know how to communicate and listen since it depends on it that we are understood without errors. We must control non-verbal language just as well.

Empathy.

The ability to be able to perceive what others feel will allow us to address the people more precisely to whom we must transmit the message.

Motivation.

It is essential to be a good leader to be able to keep the team motivated, to achieve this the most effective thing is to create trust.

Troubleshooting.

It is essential to be decisive, you must have the knowledge and skills to solve problems. In this job there are many problems, from organizational to personal, a good manager must be able to solve them to continue advancing.

Know how to delegate.

It is normal that when delegating we have the feeling of losing control, but we must trust our team, it is necessary to have a good task delegation system to be able to supervise all the parts.

Capacity for coordination and collaboration.

It is essential in my job to align the efforts of all the teams in the right direction, thus avoiding work overlaps and allowing us to innovate since the solution to problems arises more quickly and efficiently.

In this job it is useful to have knowledge of technology that allows effective and instantaneous communication with the teams, being able to be in continuous communication at the moment.

Strategic planning.

Intuition and creativity skills are included here since with this strategic ability it is possible to know the state of the company, the workers, and the resources to achieve the objective.

Resilience.

It is vitally important to absorb responsibility without it affecting our team. The ability to overcome adverse situations and be able to recover quickly is a sign of a good manager since it is not possible to stop.

3- My personal strengths and areas for further development.

It is difficult to determine which are my most decisive strengths. In the psychological area, I can say that Self-confidence is my greatest strength. It makes it easier for me to make decisions and it also makes it easier for others to trust me since they see me assure of myself. Another factor in me that I can add as a strength would be my Resilience since I manage to process adversity and overcome it. I always try not to be affected by adversities and I try to learn from them.

In the communicative area, my strength would be my persuasive capacity, since I manage to communicate the value of my ideas, as well as my opinions.

Regarding the area of character, my perseverance becomes a strength since I have a lot of patience and discipline, so I don't give up and finish my projects, it is very useful to me at work. Another format would be my willingness to work in a team, I am able to trust the abilities of my colleagues and I manage to integrate my abilities with those of others.

As for the skills area, I have a great mental concentration, it is a remarkable strength in my personality, I consider myself very efficient in achieving goals since I do not get distracted, at the same time it allows me to focus on my goals. Another strength is my creativity, I can use a multitude of resources to solve problems in addition to finding a remedy for a type of fortuitous situation.

To finish, in the ethical area I have to highlight my strength of responsibility, I consider myself a person with common sense, I am committed and supportive. I also believe that being responsible is an essential quality both at work and personally.

4- SWOT ANALYSIS

<u>SWOT ANALYSIS</u>	
<u>STRENGTHS</u> Responsible Organised Patient Honest Team worker	<u>WEAKNESSES</u> Lack of motivation Don't have enough time Under staffing
<u>OPPORTUNITIES</u> Possibility to grow in my workplace Win more money Experience	<u>THREATS</u> Life work balance Another person can replace me with more capacities. To be fired Don't know to solve a problem

5- My employment goals and my personal career action plan/development plan

My professional career pathway is:
My goal is to become a manager
What are my current strengths?
I am a serious person in my job Responsible for my obligations I carry on many tasks at the same time I can organise my work time with the objectives to be met. I have computer skills with Microsoft office. I adapt myself to changes easy and efficiently.
What are my achievements and areas of success since the beginning of the module/programme?
Thanks to the module I have managed to access the quality controller, I have improved in the areas of active listening and productivity.
In what areas do I need to develop?
I need to improve in the areas of: Communication, conflict resolution and organisation.
Why is it important to improve in these areas?
To be able to communicate effectively with my colleagues, superior and staff in general. To solve a problem also I need to be able to express my mind and communication in different way complicate the things. Manage the personal also its necessary to know how to address myself in the correct way to be understood and fallowed.
Who will help me? What resources will I need?
The university, courses related to communications and organisation. My manager its able to help me with those things, giving me a training to resolve conflicts.

What are the constraints/ barriers to achieving these key areas and how I will manage these– e.g. time, resources.
My main barrier is time as I work full time and I have family obligations.

What further action do I need to take now? Actions to be taken – things to do, people to see.
One action would be to reduce my working hours, shifts, I could take English courses aimed to improve my English skills.
Time scale – by when
In two years the most, as soon it's possible to start.

6- My short - medium – long term targets for the development of my own professional career plan

Short-term plan (3 - 6 months)	
Specific	Grow like team leader
Measurable	My team leader wants to grow like a supervisor, and I will replace him
Agreed	I am the most qualified for the role
Realistic	They will have a vacancy and will need a team leader
Time-Bound	06.03.2023
Medium-term plan (1-2 years)	
Specific	Grow like supervisor
Measurable	Difficult to access
Agreed	I must prepare for the position
Realistic	If I am persistent I can aspire to the position
Time-Bound	1 October 2024

Long-term plan (2-5 years)	
Specific	Grow like manager
Measurable	I will finish my career in Business and Management
Agreed	I will approve all the assignments.
Realistic	I need to be very organised to be able to realise my objectives.
Time-Bound	1 October 2025

7- Conclusion

After analysing the information that I have obtained in carrying out this work, I can conclude that for a good attitude towards a job offer in which we wish to apply, it is essential to be prepared, it is necessary to know our virtues and improve them, and also our weaknesses to overcome them. . It is very important to prepare to be able to reach the objectives that we set for ourselves.

8- References

Kolb's Learning Styles and Experiential Learning Cycle, (Saul McLeod) published, 2013

<https://www.simplypsychology.org/learning-kolb.html>

22 IMPORTANT TEAMWORK SKILLS (WITH EXAMPLES) (Sky Ariella) Jun. 28, 2022

<https://www.zippia.com/advice/teamwork-skills/>

SWOT Analysis

A framework to understand and analyze a company's Strengths, Weaknesses, Opportunities, and Threats

(Kyle Peterdy) August 30, 2022

<https://corporatefinanceinstitute.com/resources/knowledge/strategy/swot-analysis/>

Career Development Plan: 5 Steps to Create One

(Lauren Pope) Mar 27, 2019

https://www.google.com/amp/s/learn.q2.com/career-development-plan%3fhs_amp=true

MOODLE

(Access 30/08/22)(Access 03/08/22)(Access 06/08/22)

- Appendix A - The questions asked as interviewer in the role play (A1)

TASK 1

-Hi good morning, Francisco?

-Yeah, Francisco, nice to meet you.

-Nice to meet you-My name it's Sandra, I am the GM Manager in Nachos company.

How was your journey?

-Was easy to arrive, I live so near, 2 stations by bus or 30 min walking.

-Wow that's really good,

Tell me about yourself.

I was born in Spain; I have 2 daughters I am a really proud father.

I am honest with my decisions and all around me, I consider myself a responsible person, I take care of the people around me and I work hard to realise my objectives.

I am a pacific person, I don't like conflicts, I see the life from a positive side.

In my workplace I am organized,

Can you tell me about your work experience?

-The biggest part of my experience is in hospitality, was my first job from young and I still did the same job for 15 years of course progressing, from runner to waitress, bartender, barista, cashier, UK give me the opportunity to work in another sector, handling food in a factory where I growth from a operative to quality controller and now manager. I am working in this company from 2 years ago, I want to change because your company it's one of the firsts companies in my list, different factors, better pay, near to home, better shift.

Why would you like to work for our company.

-How I said before, Its near to my home, better shift, and better pay. Also it's a prestigious company with good reviews and quality.

-What is your availability?

-I would like to apply for night shift, to be able to combine life work balance.

-Ok, very good we can offer this shift to you. Will be from 10pm to 6 am.

-Sounds great this is exactly what I need.

-Very good Francisco, because we are happy with your perfil.

Would you like to start from tomorrow, will be 3 days paid training

Some videos and exams, but don't worry because someone will be there to help you if you needed.

-Ok. Great, thank you

-Training days will be during day, is this ok for you?

-Yes, for 3 days I can manage.

Very good, so see you tomorrow morning at 10 am.

-Later you will receive a link, please upload your right of work in there.

-Ok that it's done.

-Thank you, Francisco, have a great day.

-Thank you very much Sandra, see you tomorrow and have a great day!

Appendix B: Application Form completed as applicant for the role play (A1).

Job application form

Application for -

Your details

Name: Francisco José Valenzuela García

Education and training

Please give details:

1. CP Arturo del Moral, Cabra del Santo Cristo, Jaén, Spain
2. IES Sierra Magna, Huelma, Spain
3. University Jaén, Spain
- 4.
5. UNED, university Online to Spain

Qualifications

Please give details:

1. Primary Education (P.E.)
2. High School, General certificate of secondary education, (GCSE)
3. General certificate of education (GCE)

Employment history

Your current or most recent employer

Name of employer: Warehouse Quality Foods

Job title: Quality Controller

Length of time with employer: 2 years

Reason for leaving work life balance

Duties:

- Maintaining and calibrating measuring equipment to various testing standards.
- Questioning the nature of defects while providing future solutions.
- Alerting the quality assurance department of ongoing problems and delivering resolutions.
- Inspecting raw materials to ensure consistency and integrity.
- Filling out and maintaining proper paperwork.
- Complying with all standards, internal policies and legal regulations that apply to the finished product.
- Comparing finished products to original patents.

Previous employers

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

- Time management
- Team working
- Digital skills
- To be thorough and pay attention to detail
- A good memory
- Active listening skills
- Judgment and decision making

Sporting statement

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

I have applied for this job since I considered that I am qualified to carry it out efficiently, throughout my work experience I have acquired skills that are perfectly suited to the demands of this position and would allow me to carry out my function efficiently and could overcome by far the objectives that are set.

In addition to be fact that I have necessary training to exercise in this position. I can add that I am interested in working in your prestigious company and growing together to be able to become the best in the sector.

Right to work in the UK

Do you need a work permit to work in the UK? No

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.

Tomasz G. 7749728484 Gregort M. 7927124385

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: Francisco José Valenzuela García

Signature: *Francisco Valenzuela*

Date:17.07.2022