

University of Wales Trinity Saint David

Professional career development
(BMSW4005)

Individual report “task two”
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Lecturer: Anita Nan

CONTENT TABLE

Introduction	3
Recruitment and selection, roleplay reflection.....	4
Description	4
Feelings.....	5
Evaluation	5
Analysis.....	5
Conclusions	5
Action plan	6
Career plans	6
What employers want?	7
Self-motivation	8
VAK Learning styles	9
Personal development	10
Johari Window.....	10
SWOT analysis	10
SMART and PDP.....	11
Employment goals.....	12
Conclusion	12
References.....	14
Application for Employment	15
Interviewer Questions.....	22

Introduction

My name is Bryan Espinoza and the purpose of this report is to show my understanding about personal reflection and career development. Also, to put in practice the knowledge gathered during the studies regarding future career plans, skills that will help me working effectively and achieving competence as effective employee. I will give the insights about my self-motivation and my personal development that will drive me throw and help me achieve my goals.

Recruitment and selection, roleplay reflection

One of the most important parts of the module for me was the role play. We had to choose a partner and play a simulation where each of us was acting as a job interviewer and after as interviewee.

I am going to use Graham Gibbs (1988) reflective cycle which is one of the most famous reflection models and I like it for its simple structured formula which according to the university of Edinburgh website is as follow:

- Description of the experience
- Feelings and thoughts about the experience
- Evaluation of the experience, both good and bad
- Analysis to make sense of the situation
- Conclusion about what you learned and what you could have done differently
- Action plan for how you would deal with similar situations in the future, or general changes you might find appropriate.

Description

During the week 9 and 10 of this term took place a role play timed to 10 minutes where with a chosen partner we had to simulate a job interview while being assessed by our lecturer Anita Nan. This was followed by previous practice sessions during our lectures.

My chosen partner was Tatiana Mora Montoya (2010781) and she started as the interviewer from Subway universal sandwich franchise, asking me five relevant questions linked to my applying job which was store manager.

After 10 minutes we swapped roles and I acted as interviewer at Delamain, an insurance brokerage company, and my partner an employee trying to get into a bigger branch.

Feelings

Although I felt confident during the practices and considered myself prepared for the presentation, the truth is at the time of the assessment I was very nervous for the pressure of presenting in front of a lot of people that I didn't know much, the willingness to not do mistakes and what the lecturer will say about it.

Evaluation

What worked good and well for us were the practices, I felt myself and my partner very confident being able to talk openly and improvise some aspects of the questions and answers.

According to what my colleges presentation and the lecturer evaluation I consider that we did it good after all.

Analysis

The reason why we felt confident about the interview is because both of us are working at the front with customers, Tatiana has experience working as receptionist and office assistant and that helps a lot with the language. On the other side I been working as a supervisor the last 4 years, and I have real experience interviewing people, although I am not a perfect interviewer, all those factors contributed to the smooth development of our role play.

Conclusions

It was very positive experiencing the role play with our lecturer reviewing it. It is something that I haven't done before and gave me a different perspective to learn from my weakness points at interviewing. I also learned from every team and could see in first person what is relatively wrong and good, being able to apply it to myself.

Action plan

According to the nature of my future career I will definitely go through the feedback provided by our lecturer and work to improve my interviewing skills.

Some of the aspects where I lack knowledge and experience are:

- Map out the interview
- Improve the question probing, asking for concrete examples
- Work out scenarios and ask how the interviewee would react.

Career plans

I have passion for investments, business and management that have made me go through different courses, information and live within that “world”.

The difficulties during the pandemic affected my workplace and resulted in the dismissal of all workers, including me. That helped me to focus in my studies and develop myself professionally, allowing me and being able to open my own business.

Since then, I have been successfully working on it but I feel I still need experience on other fields and for that reason my future career plan is to continue the university in accounting and finance to complement my current studies and experience as administration and management technician.

What employers want?

During the week 2 of the course, we seen some of the skills and qualities expected from employers in the UK according to the Higher education academy and one popular jobs website Indeed.com.

Some are:

- Ability to present ideas, orally and in writing
- Good attention to detail
- Demonstrating good time management
- Teamwork
- Flexibility
- Problem-solving skills
- Positivity

I specially selected all of those from the source as I believe I meet all of them.

Since I came to live and work in the UK 6 years ago, I was able to show those skills to my employer being rewarded for it. I been only in 3 different jobs within that period, and in those 3 jobs, I was able to get the employer of the month within 6 months in each of them.

For example:

- I am able to perform any task whether I have experience or not, I never say I don't know.
- I could and can work any day of the week, at any time, mornings or evenings.
- I can see details where a lot of people are not able. That has been stated in my employee of the month certificate.
- In my second workplace I detected a problem in the storage system and suggested how it can be fixed and asked permission to do it myself. Also contributed in the development of a review system.
- Working in hospitality you are usually given a list of task that you must do before the end of your shift. I usually divided the tasks into

categories, floors and priority, helping me to finish all my duties far before the end of my shift.

On my work as a supervisor one of my duties was to assign task to different staff, I usually sort it according to their skills. Achieving a great teamwork as everyone felt confident and happy with their tasks. On the other side, as a team player, I never left my duties to somebody else because I ran out of time. Instead, I work quicker and harder to finish everything and let the employer know what I did, and I may need extra time in the future.

With that personal experience I feel that I could easily meet the expectations from most employers in the UK as long as the job doesn't require specific qualifications or skills different than what I have.

Self-motivation

According to mindtools.com "is the force that keeps pushing us to go on. It's our internal drive to achieve, produce, develop, and keep moving forward"

In my own words I would say that it's the group of all our positives thoughts, ideas, future plans and goals that helps and push us to move forward and achieve our objectives.

Looking back at the past, I been always a positive and self-motivated person, although, I was aware of it recently.

On the same above webpage we can find an exercise done during week 2 where answering the most naturally and accurately possible I got a score of 57 out of 60, interpreting it as a self-motivated person.

My life motivation is to achieve financial freedom, is the only thing that help me move forward from unliked and hard situations.

VAK Learning styles

On the week 2 lecture, we seen different learning styles. In this case I will explain and focus on VAK designed by Walter Burke Barbe and developed by Neil Fleming, (Macmillan, 2018).

In this model learners are separated into three categories:

- **Visual:** Assimilate information by seeing or observing it. They are able to perform tasks by reading or watching.
- **Auditory:** Absorbs the information throw listening. They can perform tasks by hearing instructions and are able to remember the most of it.
- **Kinaesthetic:** learns throw physical experience. They usually like to experiment and will learn throw trying to do the task themselves.

One exercise done at the same week to reflect our learning style where I scored:

- Visual: 10
- Auditory: 10
- Kinaesthetic: 8

Although, the test is probably not very accurate, I could say that I feel balanced between all 3.

For example:

- As a visual learner I don't have difficulties to understand and creates charts, imagine scenarios or ideas to put in practice and enjoy art and aesthetics.
- As auditory learner I like to follow instructions and can easily remember all spoken, like to learn with music, understand the information better while explaining to others.
- As Kinaesthetic: I like to solve problems, like to try how to do it myself, I have good coordination in piano and sports.

Personal development

Johari Window

I will use a self-awareness tool learned during week three of studies called Johari window model (1955), created by the psychologists Joseph Luft and Harry Ingham, to get more visibility, improve self-awareness and a better understanding between people within a group. BusinessBalls (2017)

Open Area	Blind Area
Adaptable Reliable Dedicated Organized	Calm Energetic Positive Team worker Kind
Hidden Area	Unknown Area
Competitive Strict Independent Smart	Logical Observant Capable

According to the table and its purpose, I should be able to compare and have a better understanding between the members of the group and myself, making it easier to have a better performance as a team.

SWOT analysis

According to Investopedia “A SWOT analysis is a tool used to assess internal and external factors as well as current and future potential”

It can be used in multiple fields or situations, but in this case, applying it to myself will help me uncover and understand my weaknesses to successfully address the threats that stop me from moving forward.

S.W.O.T.	
STRENGTHS	WEAKNESSES
• Good knowledge of my professional field • Matching skills wanted from most employers • Can focus and achieve my goals • Plan ahead my future	• Family life • Compulsive focus to solve problems • Being out of work for a while has affected my ability to speak in professional environments.
OPPORTUNITIES	THREATS
• Being out of work allowed me to open my own business • Have a career in business and investment • Develop my career practically while undertaking my business.	• Family life is very demanding at this stage • The unknown current economic direction • The pandemic

SMART and PDP

There are other resources seen during week 2 and 3 of studies and in previous terms which are the PDP or personal development plan and the SMART structure.

Although, I will not make use of it in this occasion, both are used to set objectives using specific criteria to ensure goals are tracked and completed within a time frame. We can find templates and additional information at Moodle or online.

Employment goals

I have moved forward from being employee to open and start managing my business, for that reason I don't have any employment goals. However, my previous goal was to become a Broker in an investment company. The requirements for that position are:

- IT and maths skills
- Ambition and determination
- Ability to persuade
- Communication skills
- Strong decision-making skills
- Ability to work in a high-stress environment
- Very good negotiation skills
- Ability to build lasting relationships.

(Target jobs, stockbroker key skills)

My future career in accounting and finance will help me to keep this door open.

Conclusion

The steps to be taken to overcome my weaknesses and threats encounter on my SWOT analysis are:

- To plan a balance between family life and work.
- Study different approach to problems to avoid compulsive focus
- Contrast with professional help my ability to being in public problem
- Follow guidelines to reduce the impact of the pandemic as well as a closely monitor the economy and its future direction.

I will also be totally focussed in my studies the next 3 years to be able to gradually grow my business and have a better management experience and results. That will keep me a step closer from my life goal, financial freedom.

The experience and knowledge gained on this module was very helpful and positive, all the resources seen will help me to have a clear vision and understanding of the problems that I can encounter during my professional development, as well as keeping a track on personal deadlines and goals.

References

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Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Store manager
How did you learn about this vacancy?	Job centre

1. Personal Details			
Title	Mr.		
Surname	Velastegui Espinoza		
Previous Name			
Forenames	Bryan Steven		
Address	31 central gardens		
Post Code	SM45SH		
Telephone number	07484796494	Mobile No	
E-mail address	bsvelastegui@gmail.com		
National Insurance Number	ST 00 12 77 B		

1a. Additional Information				
Do you hold a full, clean driving license valid in the UK?	Yes	YES	No	

Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	YES	No	
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2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Subway			
Address	64 London road			
Postcode	SM4 5BE			
Job Title	Night shift supervisor			
Dates of Employment	From	2017	To	2021
Reason for leaving	Business closed on COVID-19		Salary	
Brief outline of main responsibilities and key duties	Ensure that night shift operations runs smoothly and without issues, ensuring that all closing cash matches and the store is ready for the next day.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Hilton London Paddington			
Address				
Postcode				
Job Title	Linen porter			
Dates of Employment	From	2015	To	2017

Reason for leaving	Considered new opportunities	Salary	
Brief outline of main responsibilities and key achievements	Support the housekeeping department helping with guess request, maid request and supervisor request.		

Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Please continue on a separate sheet if required.

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Secondary education certificate	2012			

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Vocational education and training in administration and management.				

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

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CPD / Training and Development

Brief description / course title	Date Taken
British cleaning certificate Garden design and maintenance certificate	June 2021 June 2021

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

Family life.
Sports in general
Music, especially classic. Play piano.
Art: growing my interest specially abstracts figures.
Science: reading and keep myself updated with latest science news and discoveries.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Naresh		
Job Title	Night shift supervisor		
Employers Name	Subway		
Address	64 London road		
Postcode	SM45BE		
Telephone Number	+442086467836	Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

References

Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

I can define myself as somebody that likes the difficult, meaning that I do not run away when I see something that I don't know, instead, I will take it as a challenge and will work hard to be able to do it.

I like to work hard and give only the best from me, I am usually proactive always looking for the next thing to do to make my work easier. I am always willing to help anyone and support them until they understand their work and duties. I have solid and extensive computer skills being able to carry any IT work and research.

I am looking for a long term, challenging position where I can grow my existing skills and develop new ones focused in business management.

Please specify how you meet the criteria for this role.

According to my existing skills and experience developed during my 4 years of work as supervisor, I believe that I am able to successfully manage the position going beyond your expectations.

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed: Bryan

Date: 07/07/2021

Print Name: Bryan Espinoza

Interviewer Questions

1. Could you please tell me about yourself?
2. Have you got any experience as insurance broker, work experience or any courses?
3. Why are you interested in working as insurance brokers?
4. Why you should get the position, what skills do you have that will allow you to perform well?
5. In case you get the position, what will your future plan be?

Irrelevant - Reformulate

Rework

1. **Could you please tell me about yourself?**
I would like to briefly know about herself, family, interests, hobbies.
2. **According to your application form, you haven't got any experience as a broker. Why are you interested in the position?**
I am looking to what is moving her to apply for the position. Is it because she is applying to a lot of different jobs? As a Hobby? Family broker background? From where is her interest?
3. **You are currently working at Delamain, what do they do and why do you want to leave?**
I want to know what kind of company she is working for, and what is pushing her to leave to understand whether could affect us or not.
4. **As insurance broker you will have to reach a minimum selling per month. How will you do it?**
Small scenario to know what she will do to reach our requirements.
5. **In case you get the position, how do you see your future in our company?**
To know how long she is planning to be in our company, also, whether she is expecting to grow in the company or stay as insurance broker.
Not worth investing training in staff that will leave early.