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**Personal action plan and personal reflection plan for
employment**

Professional Career Development

BMSW4005

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TABLE OF CONTENTS:**PAGES:**

1. Introduction:	3
2. Main Body:	3
• Reflective Cycle by Gibbs:	
2.1. Description:	4
2.2. Feelings:	4
2.3. Evaluations:	5
2.4. Analysis:	5
2.5. Conclusions:	6
2.6. Action Plan:	6
3. Conclusion:	7
4. References:	8

1. Introduction:

Currently, Professional career development skills are very crucial in all business. In particular, there is a lack of practice on how to be an interviewer and how to prepare in an interview for the job. The use of realistic interviews as part of the job today helps in job development. Elements such as CV, personal specifications, cover letter, and organizing and running interview panels, what can I say and what not to say in an interview, are important strategies that will help to gain confidence and skills as efficient employees.

The purpose of this report is to reflect what I have learned and developed to improve my Professional career development skills.

2. Main Body:

In this report I am going to develop it according to the Gibbs' reflective cycle (1988). This model has 6 steps. From 1 to 3 are related to what happened during my experience and from 4 to 6 it is focused on how I could improve my experience and the result in the future. For this report I am going to talk about:

a) Interview for a job: My experience in a job interview for a vacant as Assistant Manager since as a professional development, I worked in Spain as a management assistant and receptionist for 2 years. I also have experience in customer service since I worked in a store for 1 year. in which I acquired skills such as time management, to be orderly and to work under pressure.

For this reason, I applied for a job vacancy in a webpage of a company that was recruiting people, first I submitted my Curriculum vitae with my cover letter that I prepared previously. Then, I passed the selection process and then, the company made an appointment for the selection interview.

To better understand this report, it is convenient to give some definitions of this process:

Interview is a face to face purposeful conversation organized and well planned in which one individual plays the role of interviewer and other takes on the role of interviewee (Wildemuth, 2017).

Recruitment is the action of identifying a number of candidates who are willing to apply for a specific job (Morgan, 2017).

Selection it is a process that consists of choosing those people who meet the essential requirements to advance in the selection process (Morgan, 2017).

Selection interview: It is a conversation with the objective of deciding if an applicant has the ability and sufficient experience to execute well in a job (Morgan, 2017).

Keywords: Interview, recruitment, selection, selection interview.

My reflective cycle experience by Gibbs:

2.1. Description:

As an interviewee: The meeting took place in South London, 2 days before, the company sent me by email some tips to prepare before the interview, things such as: a brief of the company, the pay salary, benefits of the staff in the company. On the day of the interview, I chose to dress smart, with a light blue blouse and black pants, I arrived 20 minutes before the time of the interview to get to know the place better and avoid being late.

Once I entered the office, I had to wait for at least 10 minutes in the waiting area, then the supervisor called me to come to the office. After, I was invited to take a seat, and the interviewer introduced herself and we greeted each other. The first thing she asked me is how I felt, where I responded 'I am good, thank you' then she gave me a brief of the job vacancy. Next, she asked me 6 questions:

1. Tell me about yourself: I said that I speak Spanish and improved my English level. I lived in Spain for 10 years, I graduated in secondary school, also I studied customer service, and I worked as assistant manager.
2. What was my function in my last job as assistant manager? I answered that my duties were to organize contracts, answer properly calls, resolve customer complaints, and receive customers who came to the office.
3. What qualifications I have? I said that I studied in Spain since I grew up there and that I have a high school degree, a certificate of customer service. Here I am studying level 1 of English and mathematics.
4. How long I been living in London? I said: I am living in London for 3 years ago.
5. Are you available to work weekends? My answer was yes, I am available. and I kept quiet without saying anything else.
6. How far from this place do you live? I said that I live near this place in Sydenham and that was it.

Finally, she asked me if I had any questions and I said no, thank you.

The interview lasted approximately 15 minutes.

2.2. Feelings: I was happy that because I was selected for the interview, so, one day before the interview I read the tips that the company suggested to me, but the truth is that at that time my English level was low, I did not understand everything that I read or heard and I had to translate to Spanish all the text. So, I doubted or felt insecure that

the interview was going to go well for me because I did not have good communication in English.

During the intervention, when the interviewer asked me an open question such as 'tell me about yourself', I was afraid to speak and to make a mistake when answering. when I started to answer I did not smile, I got nervous and I was looking at the ground during the interview, my hands were sweating. So, I forgot to control my facial expressions.

In the last questions, I was very nervous and I also did not understand what the interviewer asked me due to my poor English vocabulary and I asked to repeat the question again but I blurred and I could not give a good answer, I only gave a closed answer, I said yes and stayed silent. The facial expression of the person who interviewed me was doubtful, when I asked him twice to repeat the questions and when I stayed silent. I think that is why I did not pass the interview and the supervisor was honest with me and told me right away that she is very sorry but she cannot give me the vacancy due to my communication barrier when speaking English and that for the vacancy for which I apply It is very essential to speak English fluently

Open questions is a query prepared to begin a conversation where the questioner has little information about the answerer (Morgan, 2017).

A good answer is one which produce convincing demonstrate to an interviewer that you have capacity to do what is needed in the work (Morgan, 2017).

Keywords: Open questions, good answer.

2.3. Evaluations:

By evaluating my experience as being interviewed, I can say that there are good things and things to improve in me. The good things are that I arrived before the time of the interview, I believe that I respect the dress codes, since I dressed smart.

As for things to improve, I can say that I had to control my nervous, that before the interview I should have spent more time creating possible questions that they could ask me and practicing how to answer. I also think that I could have prepared more, learning new vocabulary to improve English level.

2.4. Analysis:

In this section, in order to analyse my experience, I am going to do a personal SWOT analysis that will help to identify my areas for development:

Strengths:

- I am punctual
- I am honest
- Hardworking.

Weaknesses:

- I do not have degree.
- Often procrastinate.
- Poor Communications skills.

Opportunities:

- Chance to continue education.
- Improve my English.
- Happy to work with

Threats:

- People have skills better than me.
- Competition with others.
- Limited technical knowledge.

As a result, I can see that, One of the things that I failed a lot was losing control of my body language, I had a poor communications skill, because I had a barrier of communications in this case because I had a low English level, and this made me unable to understand and respond in a correct way. But my strong points are that I am punctual, because I arrived before on time, I dressed in appropriate clothing and was patient.

2.5. Conclusions:

As a conclusion, I must say that I was not prepared enough to present myself for that interview. By not showing sure I did not see fit for the vacancy.

By showing me insecure and nervous, I transmitted distrust, I think that this made me unfit for the vacancy. To introduce myself to the interview I had to have a better level of English, to improve my communication skills during the interview, I need to develop my analytical communication, my writing and verbal communications skills, have more work experience. Continue my studies to further develop my skills and knowledge and have a good job position with a better salary.

2.6. Action Plan:

This experience made me wake up and prepare me to access a high degree of studies with the purpose of being a qualified manager and have my own company, for this reason, this is my action plan:

1. Study English to improve my level since that was one of the weaknesses that I had, and it did not allow me to get a better job position.
2. Learn to how to take control of my emotions.
3. Go to university to get a degree.
4. Gain work experience.
5. Create my own company.

Currently, I am studying at the university and I have started a HE foundation in skills at the workplace and I am studying hard to finish this degree and finally create my own company, with a good salary.

One of the important things that I have learned in this module is how to prepare Before and during the interview, and these are the steps to follow:

Before presenting for the interview:

- Review the job specification
- Select a dress appropriately.
- Consider the questions you might be asked.
- Find out as much information as you can about the interview (location, time, information about the company, salary).
- Dress smart or appropriately.

During the interview:

- Smile.
- Eye contact: Look at the interviewer when I am talking.
- Give convincing answers to show that I can do the job.
- Give a good answers.
- Watch my speed of speech and the tone of my voice, especially when I am nervous, I might typically speak more quickly and with a low tone of voice than usual.

3. Conclusion:

Through this model I have been able to identify:

- My professional skills.
- My strengths and weaknesses.
- My areas to being development and actions based on my experience.
- Helped me to plan my personal and professional development.

4. References:

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