

Part A

I have used the 'Johari Window' to improve my communication and teamwork skills when working in a group. The Johari window model is used to enhance the individual's perception on other's. This is achieved by two ideas – revealing information so you can gain the trust of others and learning about yourself from their feedback. I have been able to improve my communication skills, as I have been able to build a relationship when I have done groupwork with other peers. I have built this relationship by sharing information, such as my strengths and weakness when studying. By doing this, my peers felt more inclined to tell me how I could improve in certain areas of my work, so I could attain a higher achievement. The Johari window would suggest that the open pane of the self-area or arena, so where my attitudes, behaviour, emotions, feelings, skills and views will be known by myself and my peers. (The Johari Window Model, 2022)

The SWOT analysis has helped me improve my organisation and competency skills. SWOT stands for (strengths, weakness, opportunities and threats) and is usually used to evaluate a company's competitive position and to develop strategic planning. By applying this method to my own skills, I have been able to analyse my strengths for example, my teamwork and communication skills. I can then use this in group projects. By identifying my weakness, for example, my organisation, I can work on this to improve it. Opportunities, such as courses and workshops helped me to improve my organisation skills. Identifying threats such such as more than one deadline helps me improve my organisation and competency skills.

Part B

As appointed manager, one of my responsibilities would be to assess the learning and development training of my staff (both old and new). The way that I would do this would be producing a Personal development plan. A personal development plan, which is also known as a PDP, is an action plan that you can use to identify: individual goals and aims, strengths and weaknesses, areas that need to be improved on and developed, what is needed to achieve those goal and anything that could possibly hinder those goals. I have chosen this method as I feel like PDP is best suited for companies that want to improve themselves and their staff. This is because the PDP can be catered to both individual needs, but also the company as a whole. You can also bring in external third party organisations who specialise in providing PDP for your company. Therefore this seemed like an appropriate way to assess the learning and development of my staff.

There are many benefits of using PDP, such as it provides you with clear goals. This is because you are able to examine strengths and weaknesses of individuals. By doing this, you can identify what areas are needed for improvement. As a result, this will improve performance, motivation of the staff, as they will feel like they are working towards a goal. It will also help me assess development, as I will be able to track the progress of both old and new staff by observing if they are achieving their goals and improving upon their weaknesses.

Another theory that I would use to assess the training and development of my staff would be the SWOT analysis. This is a good method, because it assesses four aspects of an organisation; strengths, weaknesses, opportunities and threats. SWOT analysis would help me to assess the development and training of the staff, as similar to PDP, SWOT identifies their strengths and weakness, it will be clear to see where extra training and development will be needed. In addition to a PDP, the SWOT analysis also examines opportunities and threats. For example, what opportunities would be open to my staff, how can strengths be turned into opportunities. By identifying threats such as weakness that might hinder the staff, this will help us to develop in these certain areas.

The final theory that I would use to assess the development and training of both old and new staff would be the Kirkpatrick Model. The Kirkpatrick model is suggested to be a good model to build a more effective training system.

The Kirkpatrick model is useful in identifying problems, but also measuring the success of solutions. This model in particular focuses on the learner and their efforts and reactions to training. There are four levels to the Kirkpatrick Model. The first being, Reaction. This is where you will begin your learner evaluation efforts with a focus on how they felt when they finished the training. Surveys, sit down meetings. The second being Learning – focusing on ensuring that learners have absorbed what they were meant to during training. The third being behaviour, has the training had the desired effect on learner behaviour? And the fourth being Results – did the training deliver the desired results? By using this model, this will specifically assess the training and development of staff as it focuses on the staff heavily. The Kirkpatrick model is useful in assessing the training and development of staff as can examine how effective training has been. You will be able to identify whether training is being put into practise and is positively impacting staff. Therefore this model, would be beneficial in assessing the development and training of staff.

I will be using the Gibbs reflective cycle, to reflect on my learning on the open book assessment. Firstly, the Gibbs' reflective cycle was published by Professor Graham Gibbs who suggested that you learn by doing. The Gibbs reflective cycle asks you to describe the events, the feelings, evaluation, conclusions and then a plan of action.

By applying this model to reflect on my open book assessment, this will help me identify where I can improve on my experience. For my open book assessment, we were allowed to take the exam home using our laptop. The assessment was at a set time and date, for a set amount of hours, we were allowed only 2 hours. After the assessment is completed, you have to return it back within this timeframe. However, on the day of the open book assessment, my laptop had stopped working. I had to borrow someone else's laptop. I felt extremely stressed and frustrated as this caused a big hindrance to my completion of the assessment. Because, the assessment was only 2 hours I felt like I had wasted time trying find a replacement. I realise that a lot of my frustration was at myself for not being better prepared. By not ensuring the night before, that my device was working, I was not prepared. In conclusion, it would have been beneficial, if I had handled the situation better, for example having a spare device at hand if this situation happens again. Next time I will make sure that, my devices are fully charged, working and updated, to avoid this stress.

I will also use the Driscoll Model to help me reflect on the mock interview. The Driscoll model is based on three questions. The questions are, What? So what? Now what? The mock interview had taken place over Microsoft teams. Having learnt from the open book assessment, I had ensured that my laptop was charged. I had decided to have the mock interview in a quiet room. For the mock interview we were required to prepare a CV, job advertisement/ person specification and then we were expected to take part in an interview based on that job role. The role I had put forward was a Youth worker that I was being interviewed for. However, I felt like I had not prepared enough for the mock interview. During the interview, because of my lack of preparation I had felt nervous and anxious. The questions that were asked were ones I had not prepared for. Therefore, at that specific moment I had unprepared. I reacted in a way by not answering the questions properly. In the past with interviews I am usually nervous, which I feel affected my mock interview. Learning from this experience, I would have prepared better for the interview questions by creating sample questions that I could have practised with someone. I could have also prevented my nerves by speaking to a tutor beforehand and asking for advice with interview anxiety. For next time, I would focus on allocating time and prioritising preparation before the interview, so I don't feel as nervous on the day of the interview.

For the final part of my reflection I will be using the ERA reflective model. The ERA model stands for Experience, reflection, Action. This reflective model is based around building

understanding from experience. As a result, this will help me to do better in future experiences. I will be reflecting on this module as a whole. I have enjoyed this experience as a whole as I feel like it has increased my knowledge of professional and Career development. For this module we were handed a guide to UK Employment legislation. I found this to be quite difficult to read as there was a lot of important content to cover. There was also a lot to remember for each chapter. However, the guide was made short to take us through key legal issues arising in the UK in relation to the employment relationship and explains some of the key risks to be aware of under UK law. Upon reflection, if I had done a more in-depth research of the UK legislation for employment to aid my understanding of the guide, this might have helped me understand it more. Also, I could have met with fellow peers and we could have discussed the guide together.

In conclusion, by using these three reflective models, I have been able to identify where I could have improved my experience of this module. I have identified that for me a weakness was preparation for certain aspects. With this reflection piece, I have identified that having a discussion with my tutors would also help improve my experience with this module. I could have also utilised my fellow peers, who might also be struggling with the same things that I was.

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