

## Professional career development report

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## Personal development plan

The purpose of this personal reflection report is to provide you with an overview of my life, of my career development plan. I plan to become a team leader in the retail sector.

While many students are aware of what to do once their course is over, they are unclear as to what to do next. The fact that you do not need to think about what you want in life does not mean it should be a problem, but it is useful to think and plan for what you want so that you are better positioned to capitalize on opportunities that arise. (Cottrell, 2021)

Because most of us do not think deeply about what we value, want, or need - this is crucial since we are easily distracted by superficial thoughts like what do I want, value, or need, what are the reasons I care about these things, which is the best course of action for me, what are the implications for my plans and thinking, to achieve my goals, what will I do. Our day-to-day lives can easily take us by surprise, so we fail to devote the time that these thoughts deserve, even though they may cross our minds occasionally. (Cottrell, 2021)

An easier life can be achieved when we make good decisions. Despite this, it is common for people to make life-changing decisions without fully considering them. As a result, we end up wasting time, missing opportunities, and adding unnecessary complications to our lives. (Cottrell, 2021)

Skills required for a team leader: communication, approachability and availability, consistency, organization, the art of delegation, confidence, knowledge, innovation, and inspiration.

Communication is one of the keys to becoming a strong leader. Leaders must ensure that every action they take begins with truly impactful communication. To build a formidable team, teams must communicate regularly and shrewdly. Despite the importance of transparency when it comes to the company's development and morale, astute judgment is also required in choosing what to share. This is a means of maintaining a cheerful outlook and motivating your team. You must be an integral part of the team, an ever-present presence at the core of everything that the team does. You will never be around physically in every instance of your job, but you should make sure your team knows you are available and approachable so they know they can turn to you when it counts. Create a culture of openness and approachability among your team by holding regular meetings and catch-ups, investing real time in their development, and more than anything else, cultivating trust and respect. Everyone has bad days from time to time, such as when they feel fatigued, unmotivated, distracted, or feel less than 100%. There are, of course, exceptions to the rule.

It is your responsibility to make sure that your team is measuring and consistent in their work. By doing so, you explicitly set the bar so that your team can rely on it. You need to support them on internal issues as well as address disciplinary matters. For your team to perform at its best, you must establish trust between you and them and communicate what they can expect from you. Being on top of things always is what your team looks for in you. You must be in the loop on everything from meetings to workloads to team projects before anyone else does. Further, to keep operations running smoothly and everyone aware of their responsibilities, solid guidelines need to be created. As a result, delegation becomes a key aspect of team leadership. Knowing your stuff will boost your confidence and let your team know that you are an expert. If you lack respect in your team, you will have difficulty leading a team well. This respect is essential to any credible leader. Your team will follow your example and discover new ways to get things done if you bring innovative ideas to the processes and look for ways to improve how they work. The driving force behind success is striving for continual improvement and development opportunities, and you will inspire the people around you to do the same.

As a leader, I believe that the skills and knowledge he or she possesses can be shaped by the attributes and characteristics of his or her character, such as beliefs, values, or ethics. Leaders are characterized by certain characteristics that make them unique concerning knowledge and skills. (Chandratreya, 2008)

In addition to improving productivity and well-being, good team leaders motivate team members, function as role models, achieve better results, communicate with management, and establish a work environment that is trustworthy and dependable.

Responsibilities for team leader: encourage open communication within the team to create an inspiring working environment, team goals should be clearly defined, make sure tasks are delegated and deadlines are set, responsible for overseeing the daily operations of the business, tracking and reporting on team performance, organize your team and motivate them, provide coaching and identify training needs, resolve any conflicts or issues arising from team members' feedback, rewards, and recognition for high performance, take risks and encourage creativity and activities to build team spirit should be suggested and organized, members' feedback, rewards, and recognition for high performance, take risks and encourage creativity and activities to build team spirit should be suggested and organized.

Using the SWOT analysis: strengths, weaknesses, opportunities, and threats help me to reflect on my character and my personality. Strengths: motivating team members, how to manage time such as: prioritizing, planning, and preparing the task for each member, social, positive, fast learning, capable to work under pressure. Weaknesses: how to communicate, rushing to have everything done, too many requirements for my colleagues to follow, and

respect the company's rules. Opportunities: to grow in the company, learn to work with different programs, meet new people, control my anxiety before and during the meetings, and develop skills and knowledge about that activity sector. Threats: my colleagues to leave because of conditions, to receive too many complaints, to lose your holiday because you need to cover someone's shift, to be dismissed because you did not follow the rules.

Working around other people is part of your daily routine. To accomplish your goals, you must communicate with others and gain their cooperation. Communication is a gap in skills along with how to manage a conflict. To improve the communication gap make yourself a better communicator, look better, hear better, question and "interrogate" more effectively, remember better, write better, and improve your memory skills. To amend the gap in how to manage a conflict the facts should be referenced instead of your feelings, respect should always be shown to the other person, suggestions for corrective actions should be given to the other person, and persistence should be shown; by engaging in a behavior modification process, rather than beating them in a fight to make them change overnight.

I gain the ability to provide direction to the team through strong organizational skills, computer literacy, KPI reporting, financial performance, developing your people, training your team, and developing your company, confidence, *and* experience.

To highlight my development plan, I will use a period: short-term, mid-term, and long-term for my goals, my skills and knowledge to be learned, next steps, resources, schedule, and completion. In the next three to six months, I would like to finish my first year at the University and obtain a Certificate in higher education, to find a permanent job because now I am working with an agency, and I would prefer to work on contract at a company. In the next six months to two years because of my demanding work, my skills, and my knowledge to grow in my future career, become a team leader, and finish levels five and six at the University. In the next two to three years, I see myself in a bigger position as an assistant manager.

For me, the most useful skill to be learned in the next three to six months is to communicate with people and to learn how to be more confident in front of the public. In the next six months to two years, I want to learn different programs that will help me in my professional and private life. In the next two to three years, I need to learn how to drive on the left side of the road. The next steps to acquiring the skills and knowledge are to continue my study at the University because I will need to speak with and in front of my colleagues, do a few online classes for different programs, and take a few lessons in driving. Well as a resource I will need for my plan: for university, different programs and driving lessons free time, and funding. The university schedule is an ongoing process, for computer lessons and driving I will start in January 2023, and I will finish the courses at the University in 2025 the driving lesson in

February or March 2023, and for computer programs is an ongoing process because each year is something new in technology.

With Gibbs's (1988) reflective cycle model, you can systematize past experiences, emotions, and findings so that future learning and development are supported. As I discuss the selected issue more closely in the following sub-sections, it is structured into six sequential phases: description, feeling, evolution, analysis, conclusion, and an action plan. Using Gibbs' Reflective model for writing allows me to complete both the structure of my article and its style. By using my own experiences, I can identify my strengths and weaknesses as a practitioner and explore ways to improve.

The role play took place on week nine, together with my colleague, Florina. At first, I played the role of the interviewer, and my colleague was the interviewee. We started with greetings, followed by the five questions to my partner for the position of manager, she had a question for me, and the interview finished with a normal reply that I will inform her of the answer. After we switched roles. When I started to speak, I had emotions because I am not confident speaking in front of people, I was strict about the subject. It was a valuable experience to work in pairs, as well as good practice for our future interview, however, the bad part was that I should have had to speak more openly to my colleague because you can pass your mood to the rest. As an analyst I would dare to say that my strength was straight at the point, my weakness was insurance, my opportunity was to learn from this experience, and my threat was to put the wrong questions. I could have spoken a bit about the company and started with questions after. If I would do the role play again, I would be more confident and at the end, I would ask a question about the company, about the team not a question about the Bank holiday.

For further information about role play please see the section appendix.

You need to put your plans and thoughts into action, even if you think things through first. (Cottrell, 2021)

Appendix:

## Job application form

**Application for [job title] – Team Leader**

## Your details

**Name: Florentina Stefan**

## Education and training

Please give details:

- University of Wales Trinity Saint David-London Campus.
- "Benjamin Franklin" High School-Bucharest.
- General School number 87-Bucharest.

## Qualifications

Please give details:

- Certificate in Higher Education, Skills for the Workplace (02/2022-02/2023).
- English Functional Skills at Level II (speaking, listening and communication, reading, and writing-07/2020).
- English Functional Skills at Level I (speaking, listening and communication, reading, and writing-08/2019).

-Diploma in Natural Sciences (06/2014).

-Eighth-grade diploma (06/2000).

## Employment history

Your current or most recent employer

Name of employer: Baker Ross Ltd.

Job title: Warehouse Operative

Length of time with employer: One year

Reason for leaving: To progress in my career

Duties:

-Pick and pack products efficiently

-Focusing on targets

-Operate scanners

-Orders are packed to the customer's specifications and/or to their requirements

- Informing warehouse managers or supervisors of damaged or missing goods
- Cleaning and maintaining equipment in the warehouse
- Ensure that warehouse standards and procedures are met, and adhere to good health and safety standards

## Previous employers

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

I was the team leader for two years at Hema Ltd:

- managing the team's everyday activities
- giving team members tasks to complete
- setting organizational goals, and motivating employees to achieve them
- to maximize the potential of team members, training must be conducted
- by providing team members with confidence and product knowledge, we empower them to become better communicators
- assisting the company in growing through successful teamwork

-inspiring the team with a positive working environment.

I gain:

-the ability to provide direction to the team through strong organizational skills

-computer literacy

-minimum 2 years of experience.

## Supporting statement

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

I am writing to submit my resume for the position of Team Leader at Tiger Danish Ltd. I gain experience in retail through the years.

I started to work as a sale assistant and after I had the opportunity to gain experience as a team leader. In this position I was responsible for:

-making a timeline for achieving the team's objectives

-the assignment of tasks to individuals and teams, and the management of milestones

-coordinate all working groups and set deadlines

-adjusting schedules according to team performance

-resolving scheduling conflicts

-reviewing performance.

I am organized, and teamwork is the key to success, also I would like to demonstrate how my skills and experience could benefit your company.

Thank you for your time and consideration.

Please do not hesitate to contact me if you have additional questions.

## Right to work in the UK

Do you need a work permit to work in the UK? [Yes](#) / No

## References

Please give the names and contact details of two people whom 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.

Valeria Enache-07227656430

Jordan Smith-07563988765

## 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: Florentina Stefan

Signature: Florentina Stefan

Date:12/11/2022

Questions from the interviewer:

1. Why do you want to change your current job?
2. Describe what you feel to be the perfect working environment?
3. What do you look for in a job?
4. Which aspect of our position do you find the most attractive? Least attractive?
5. What would you do if a customer came with a problem?

Questions from the interviewee:

1. When is Bank Holiday what time does the store close?

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