



Prifysgol Cymru
Y Drindod Dewi Sant
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Trinity Saint David

Certificate of Higher Education in Skills for the Workplace

Task 2

Professional Career Development

Student Name: Elena Porcescu

Student ID: 2123762

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Lecturer Name: Saqib Shamim

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Introduction

This report produces all the critical information and lays out the insights related to a job interview scenario. This report is very fantastically presented through some role-play for a particular job profile. The questions which are related to some particular job profile, are also evaluated in this report. The most interesting is the dramatic appearance which helps to create the ambience of the interview so that one can get rid of the fear of the interview. This report overall provides you with very consequential insights to understand the processes of the interview. Gibb's reflective cycle is also very much helpful to understand the scenario.

Personal deliberation on role play

Developing skills of reflection in higher education is very much needed as it could help students to make a deliberate change in their lives and their perception (Ahmed, 2020). Here we take the help of Gibb's reflective cycle to understand the whole thing and the job role is the consultant manager of ASDA.

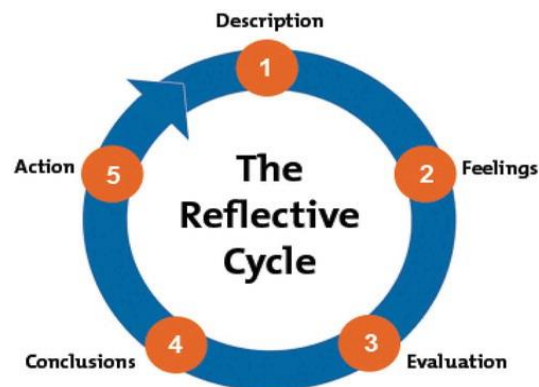


Figure: Gibbs Model of Reflection
(Source: Ahmed, 2020)

Description

The entire ambience of the interview room was quite pleasant and gathered a lot of experience in the job role of Consultant Manager and got a brief idea about which type of questions will be asked during the interview. The consultant manager is the person who assists companies to resolve issues, adding value, increasing growth and enhancing business performance. This role has to find out more options for the company and propose a recommendation including additional resources for implementing the remedies. A consultant manager has to lead a team including analysts to perform their responsibilities in a project.

Feeling

During the whole interview process, I was a little bit sanguine about my knowledge but somehow nervous before the start of the interview process. However, after a casual talk with the interviewer at starting, I overcome my nervousness and express myself very well.

Evaluation

During the entire process, it seems to me that the main factors that affect me most are nervousness and confidence. I know that I have several qualities of a consultant manager but nervousness plays like a villain. When I win over it, I represent myself very well. Somehow the polite behaviour of the interviewer helps me most to get rid of this.

Analysis

The entire session was very significant for me. It helps me to understand my strength and along with that identified the area where improvement is very much needed. Overall, it helps to be a little bit confident.

Conclusion

This process is very helpful to find out my mistakes. I think it is a very helpful method to be encountered by others to find out your strengths and weaknesses but don't be disappointed if you perform badly during this process and always learn from your mistakes.

Action Plan

This artificial stage helps me find out my area of improvement. I have to find out ways to acquire my weak skills besides that try to make more sharpen my existing skills. So that I might not face failure in a real interview.

Personal development plan

To make personal development, we have to set our **SMART** goals which must be short-term, middle-term and long-term wise. The personal development plan is important to design our career path (Bamooeifard, 2020)

Short-term Goal (for 4 - 5 months)

Specific	Try to enhance my communicative and interpersonal skills
Measurable	Try to keep an eye on this procedure helps me to trail my progress along with some abilities and improve my communication skills.

Agreed	Collaboration is one of the effective to upgrade communication skills and is also attainable which makes me motivated.
Realistic	Work-related goals are more relevant which is needed to be improved. Every possible chance should be welcomed to improve communication skills.
Time-bound	April-2023

Middle-term Goal (for 2 to 3 Years)

Specific	I need to focus on learning new skills like commercial awareness and business strategies.
Measurable	With these new skills learning, I could easily handle my workplace. Somehow it helps to improve my managing ability.
Agreed	New skills learning goal always pushes me to achieve without demanding unrealistic things. It also helps me to gain more knowledge.
Realistic	Mid-term goal makes me closer to my long-term goal which is nothing but my future vision. Learning new things motivated me to be more focused towards my work and also makes me knowledgeable.
Time-bound	April-2026

Long-term Goal (for 2 - 5 Years)

Specific	Try to influence my teammates as a guide with marvellous communication skills and a lot of experience and find me as a respectful person at my workplace.
Measurable	I should follow the positive things which help me to expand my knowledge and skills. It will definitely help me to achieve my long-term goal.
Agreed	The goals should be always realistic and achievable which somehow makes us motivated and prevent us to be detached from our workplace.
Realistic	To achieve my goal I have to work hard and perform well at my workplace. It will help me to get a promotion and acquire a respected position at my workplace.
Time-bound	April-2028

Plan of self-evaluation

Motivating Power: Motivation is nothing but the desire to make a move in service. It is one of the forces that drive human behaviour. A team leader must have the motivational power to motivate and guide the team which makes a deep impact on employee engagement to increase productivity and ownership including their development. To be a team leader is always self-motivation for me. Acting with integrity, demonstrating dedication, effective listening, appreciation, acknowledging ability and having a clear vision of work are some of the positive attributes of a successful team leader that serve to encourage team members. Also, team leaders may successfully encourage team members by providing a nice environment, being involved in managing the workspace, making the group feel comfortable in the workplace, and many other things. As a team leader, I will accomplish all of these things well, thus it is a job that allows me to drive my work and easily inspire other people.

Unique leadership style: I own an Authoritarian Leadership style which assists me in my career. It is a sort of leadership style in which the leaders understand the missions very well

and are most optimistic about their job. It may also empower team members as they focus on their quantifiable objectives. In order to reach the team members' desired objectives, they must be able to establish a project team, positive outcomes, and cohesiveness. It assists me in supporting and facilitating my teammates, inspiring teammates and managing meeting schedules. Being the team leader, I concentrate on my objective and how that purpose might assist other teammates to make them more motivated in their job. My leadership style aids in providing goal guidance so that my teammates may attain it successfully.

Exemplification of previous experiences- Yes, I have prior knowledge as a group leader. As a group leader, I am responsible for a wide range of tasks that assist in motivating other teammates. This is one of my abilities that can induce long-term allegiance, morale, dedication, reliability and trust in my teammates, which motivates them and boosts their confidence.

SWOT Analysis

It helps anyone for building up the way by what you can do well, identify what is lacking, the way to minimize the risks and grab the maximum possible advantages of chances for stratospheric success (Benzaghta *et al.*, 2021). This also can be used to get a much more understanding of your competitors, which can give you the way to craft a new strategy which distinguishes you from others and help you to achieve stratospheric success in your market.

Strength: As a consultant manager, I have the ability to explain duties and other organisational demands, as well as team members' goals, effectively and clearly. In this case, written and verbal communication guarantees that present workers understand how to achieve the goals. Some characteristics that benefit us as area managers in numerous ways include inspiring people, making promises, behaving with dignity, providing a clear vision, gratitude, acknowledgement, and many more. I may urge my teammate to work together on projects or responsibilities.

Weakness: As a consultant manager, I had a sense of incapacity whenever I had to make a decision. While working as a manager, I have encountered several weaknesses including unclear assumptions, low adaptability, incapability to inspire team members, poor decision-making skills, not being able to delegate, overworking, feelings of inadequacy, not appropriately listening to coworkers, bad communication skills and so many more. Also, my teammates identified several flaws when focusing on their quantifiable goals like collective decision taking a long time, groups being more prone to mistakes in decision-making and thus taking longer to establish an awareness of duties and roles, among other things.

Opportunities: As a consultant manager, I have numerous options. Some of the possibilities for daily improvement that I take include hiring clever individuals, practising with patience,

meeting objectives on schedule, speaking effectively, listening closely to everybody, authenticity, honesty, and many other things. Other prospects for consultant managers include learning new things, acquiring new working abilities, having the liberty to work successfully, and many more.

Techniques- A good consultant manager can alter their communication skills with store management. They may be struggling to fulfil their objectives due to the employment of certain strategies. Transformational leadership style, transactional leadership style, delegating leadership style, participatory leadership style, authoritarian leadership style and many more leadership styles have helped me to become a successful consultant manager. Management skills also aid in effective and polite communication, making decisions, solving problems, openness, capacity to manage, interpersonal skills, and many other areas.

Johari Window: This model interprets the way of communicating and receiving criticism (Mathew, and Sebastian, 2020). It is the sort of technology that is intended to assist individuals in better understanding their own and others' relationships. This is a framework that aids in the understanding of conscious and unconscious biases, as well as the comprehension and self-realization of others. The Johari window's purpose is to enhance the open area size while concealing certain personal information and decreasing the unknown area size. The Johari window assists me as a consultant manager in understanding the relationships among my team members. It is one of the most effective ways for increasing individual self-awareness and growth in any setting.

Action steps

Weaknesses	How to address the flaw	Time Limit
Bad communication skills	We may develop our communication abilities by interchanging ideas, knowledge, thoughts, views, and facts.	3 to 4 days
Lack of confidence	As a result of my poor self-motivation, I struggled with low confidence. So I want to inspire my team members in order to assist them to overcome their lack of confidence. It boosts their confidence in their job.	3 to 5 days
inadequate decision-making abilities	Making a strong strategy, being aggressive, setting a deadline, thoroughly examining the task and many other factors can assist me to lessen the problem of bad decision-making.	4 to 7 days

Conclusion

According to the findings of the preceding study, team leaders have by far the most substantial and direct influence on the experiences of team members. In the past, I've found that my actions, rather than my words, may guide others. As a result, teammates are deeply provoked by my working method, and they may give their best to meet their quantifiable objectives. Some examples of leading by example include trust and respect, valuing people, resolving conflicts, respecting others, listening to other teammates, and many more.

References

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- Mathew, J. and Sebastian, T., 2020. Johari window model a self disclosure process to promote the teamwork. *TNNMC Journal of Mental Health Nursing*, 8(1), pp.25-29.

Appendix 1

Job application form

Application for [job title] - Consultant manager of ASDA

Your details

Name:

Education and training

Please give details:

Management consultants provide businesses expert advice on how to address issues, boost productivity, add value, and expand. They diagnose issues plaguing a company and propose viable reforms to address those issues.

Qualifications

Please give details:

Employment history

Your current or most recent employer

Name of employer:

Job title:

Length of time with employer:

Reason for leaving:

Duties:

I left my current job because they didn't give my salary in time and moreover, the work pressure is huge.

Previous employers

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

Previously, I worked as a manager in a local firm, there, I need to handle most of the things going around. However, apart from that, I needed to conduct other small activities too.

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 extremely excellent at managing, and I view this position as an opportunity to further my career in a dynamic and well-established firm or sector. Because of my background and the fact that I've completed this course, I'm confident in my ability to do well in this position. I'm certain that my background and experience make me an excellent candidate for this position.

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 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.

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:

Signature:

Date:

Appendix 2

1. Now tell me what has brought you here today?
2. Now tell me why do you want to be a manager?
3. What are the most desired skills required that can help you to be the perfect fit for this job role?
4. What do you think about the responsibilities you have to perform?
5. How would you address the less knowledgeable person in a team of 50 members?