

Professional Career Development

BMSK4005 Assessment 1

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Lecture's Name

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Portfolio 4000 which demonstrate an understanding of the skills and knowledge which contribute toward working effectively ,their readiness for employment an understanding of personal strengths and areas for future development ,as well as establishing their employment goals and develop a person action plan/development plan.

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Introduction:

It is important for any organization to develop and improve constantly and in order to improve in the process it is necessary to bring a kind of change in the organization. Without change improvement is not possible in any organization and this change is to be implemented with the cooperation of the employees also. If the employees also need to improve their career then they also should adopt to certain changes as those changes will help them to lead to the development of their career. In order to improve the skills and the processes of the employees the organizations nowadays make self development plans so that they can help their employees to improve their own sets of skills so that the best talent comes out of the organization. The implementation of the new skills will help the employees to set up their own career and it helps in the personal growth and also in being successful in the long term careers of themselves and can contribute in a better way to the environment. Career development and the personal development of the employees should be used in the right time for the betterment of the environment. The organizations have therefore taken self assessment and self development plans for their own employees to improve in the long run (Richter *et al.*, 2014).

Understanding the skills and knowledge needed for working effectively

In order to understand the knowledge and the skills that any individual should have in case of their own personal development will lead to the perfect benefit of the individual as well as for the organization. Knowledge is usually acquiring information through certain ways which includes reading, listening, watching, and touching. Knowledge requires certain information and the theories and knowledge can be transferred from one person to another or it can also be acquired through self observation or through new and various self assessment or study processes. The skills on the other hand are basically the ability to apply knowledge at a certain place in order to show case the talents they have or the kind of knowledge they have acquired. Skills can be developed through practices, through various inputs and the outputs. The skills that are developed socially are usually developed through interacting with the people or and sometimes also through listening, speaking or observing people and the best way to achieve the best skills can be the trial and the error method which helps in analyzing the perfect skills of any person. Knowledge usually is the theoretical part and the skills are the practical part (Lamote and Engels, 2010). Knowledge does not come up with providing

skills for example any person may have knowledge about a particular kind of subject but it may happen that the person must not have enough knowledge to apply the right amount of skills in any kind of task. Development of the skills through practices help in gaining certain kind of knowledge and that helps in making a perfect input for the organization and also in the development and the improvement of their own career. In order to meet a perfect career an individual has to develop certain kinds of special skills and have the proper knowledge about a particular kind of task and that cannot only be achieved through studies or lectures, those can only be achieved through proper practice and introduction of various innovative ideas like presentations, will help an individual to gain more interest in the kind of task. The individuals must be provided opportunities in order to perform a particular kind of action so that they can take steps in order to improve the performance of themselves and can keep on practising until the success is achieved. There are cases where proper amount of training procedures sometimes doesn't lead to effective results or improvements. The training must be regarding examples of various scenarios or activities that will help them in their own development as well as the development of the organization. If one has proper amount of knowledge then it will help the individual to develop the skills necessary for the individual in order to complete the particular task. Practice is the only way through which the skills can be developed and the more and more practice will help the individual to make their works better. There is certain difference between knowledge and the skills in any individual. Knowledge is the information acquired or knowing something whereas skills usually are the kind of ability to do something. In case of performing any kind of work it is necessary to develop skills so that the work can be performed in a better way. Only having knowledge regarding the tasks won't help in the completion of the assigned task properly. Sometimes it becomes difficult for any person to just develop skills through learning. The skills that have been gained in the learning experiences will help the individual in a positive way and the skills must be reflected so that they can lead to the development of one's own career and lead in personal development. Reflecting through the skills and the qualities will lead to the enhancement of the career and help in the personal development as well. There are few theories that are required in case of having a proper knowledge regarding understanding the skills and the knowledge. There are certain theories that indirectly develop in the process of understanding the knowledge and the skills and among them the Tuckman's theory is the one among the others (Anctil *et al.*, 2012).

The classic DOTS Model was proposed in 1977 by Law and Watts and the letters in the name of model represents four key aspects that collectively direct to employability (Small *et al*, 2018). The four elements are:

- **Decision learning:** Students have to access career assistance so they are able to understand various ways decisions can be made, and they develop skills on collecting information and self-knowledge, taking responsibility for outcomes.
- **Opportunity awareness:** It refers to career assistance so students can gain understanding regarding the working of world, their potential opportunities range, and satisfaction (Small *et al*, 2018).
- **Transition learning:** Career assistance to increase skills and self-awareness, building soft skills such as communication, representation, negotiation, and responsibilities.
- **Self-awareness:** Career assistance so that the students can have better sense concerning the similarity to others and differences, comprehending their personality, and exploring potential and actual qualification, aptitudes, abilities, qualities, skills and physical strengths.

DOTS model helps in preparing an individual's transition from learning to work.

USEM model offers the traits that a graduate should acquire from a degree course and take it when they enter the professional world. These traits are:

- **Understanding** — Concerning the subject, apprehension and knowledge about the subject's application
- **Skills** — That are specific to the subject and other such generic abilities
- **Efficacy beliefs** — Which involves having awareness and insight about the abilities one possess (Sumanasiri *et al*, 2014)
- **Metacognition** – Which is the ability to reflect one's learning and behaviour and regulating it

The USEM approach is strongly linked to different frameworks of graduate attributes that is being designed in the universities of the UK. Such approaches consider the qualities that are needed by an undergraduate for completing the degree and will equip them to be successful in chosen career paths. At the same time employers look for candidates who can direct their own development. This employability covers the theme of development and becoming

aware of one self and fixing abilities and preferences. Learning how to bring development in oneself forms an essential element in employability. This enables one to make progress.

1. Personal academic and employability skills

It is important to possess good academic skills as graduates with higher level of association are likely to get employed, have stable jobs and more employment opportunities. I was able to exhibit my academic skill during some of my in-class exercise. One such exercise was paraphrasing wherein we were provided with a paragraph and had to use own words in order to express what the whole paragraph is about. The key idea during paraphrasing is to maintain the original source's meaning and ideas but in own person wording. Paraphrasing is employed in academic circles and academic institutions where one wants to talk about a topic that has already been written about. Incorporating someone else's work in a smooth and efficient manner into one's own work is a complex linguistic skill and the recent in-class exercise provided me with an opportunity of exhibiting this skill (Moore and Morton, 2017). Using sources of writing and paraphrasing and quoting is forms an integral element in the critical writing method. This key skill in academic writing helps in ensuring that one's work abstains from elements of paraphrasing. I was able to properly perform the first task of paraphrasing the provided passages. However, there were some words that were spelt incorrectly. The whole exercise would have been conducted in a proper manner had I proofread it. In academics, it is very important to cross-check the collected data so that no errors are committed.

The second task in the paraphrasing section was deciding whether the paraphrased passages were correct or incorrect and we had to accordingly answer by circling "acceptable" or "unacceptable" and explain briefly. I was not able to perform very well in this in this task. One reason is that I need to work on my reasoning skills as this would have offered me a better way to succeed in this section. For instance one line of the paraphrased section read "Most bureaucracies fail because they have a conscience or a soul." This goes against the suggested meaning of the original text which said that bureaucracies fail because they have no soul or conscience. In order to improve my academic skills I can apply Bloom's taxonomy to my lesson plan by following the six levels of thinking step-by-step.

These days, companies want an employee who not only possess academic skills but also has good employability skills such as communication, teamwork, self-management, problem solving skills, technology, planning and organising and enterprise skills (Rao, 2014). After

the identification of employability skills required by the companies, I have made a SWOT analysis on my actual experience based on in-class experience and feedbacks received.

Strengths- I possess good organising skills and team work. As per my in-class exercise and experience, I am able to do the allocated tasks in the desired manner and in other instances I have contributed to team project according to my roles. I am also good at self-management. By being able to manage time I was able to get my in-class exercise done without being pushed. Before commencing a task, I allot myself certain time and try to get the work done within that time frame. I also possess good academic writing skills.

Weakness- I am not good at analytical skills and this will be a hindrance to my chances of being selected by potential employers. Not being able to approach a manner in a subjective way and seeing all sides of it will prevent me from providing solution. In order to manage time I sometimes tend to rush through tasks and it can result in errors. For example, the spelling mistakes in my in-class exercise.

Opportunities- If I get a part-time job or an internship in my desired field of career then I will be able to refine my employability and get first-hand experience and knowledge of how things work in the industry.

Threats- There is employment pressure in the UK and it has increased the competition in job markets. Not having polished employability skills will diminish my chances of getting a job that pays properly.

The SWOT analysis of my employability skills will help me devising a personal action plan and improve my employability skills. I can use DOTS model and create a SMART plan in order to attain my objectives.

Demonstrating readiness for employability and personal advancement through an understanding of personal strengths and areas for further development

As opined by Sin and Amaral,(2017), the employability skills are skills that are required by individuals in order to achieve success in their specific job field. Be it working as a team or working individually, employability skills are necessary in order to excel in the job role that is assigned to an individual. The employability skills can be further classified into fundamental skills. With the development of the fundamental skills an individual would be able to properly communicate with others in order to carry out the activities in a proper

manner. For proper communication, individuals should be able to comprehend and decode the information that is provided to them in the form of pictorial presentations or works. If an individual possesses good oratory skills, then it would help in personal advancement. For an individual who can write well, it would be easy for him or her to communicate in a written manner. In order to facilitate proper communication in between the team members, the individuals should listen and take into consideration the views and opinions of the other team mates. Proper communication is the key to survive and adjust with the other colleagues in the work environment. The work flow becomes easy with the aid of effective communication. Clokie and Fourie, (2016) have stated that while communicating with other colleagues in the work space in relation to a particular activity, appropriate incorporation of knowledge and ideas should be done for the clarity in information. As stated by Collet et al., (2015), Emotional intelligence is one of the fundamental skills that would help individuals to work in co-ordination with the other colleagues. It is the ability due to which the one is able to identify and manage own emotions as well as the emotions of the other people. By the development of the emotional intelligence, an individual would be able to channelize the emotions in a positive direction and meet the desired goals and aims. The skill of team work is a crucial employability skill that would help the individuals to develop of cooperation and responsibility in the work place. These skills would help an individual to cope up with the varied situations and work in collaboration with the other members, irrespective of the differences in culture, language, race, ethnicity, social class, and so on. It is one of the important qualities that the employers search in a candidate while recruiting for any job role. Another fundamental quality that is required to survive in the work place is negotiating skills. With the help of this skill, the individuals can persuade other team members or the higher officials to agree on a particular decision. It is inevitable that conflicts would arise in any work atmosphere. So conflict resolve skill is one of the fundamental employability skills that should be possessed by individuals in order to solve the various quarrels or brawls that might occur in work place. The ability of problem solving can help the individuals to overcome any difficult situation that might come in the way of conducting the activities in a work place. With the help of this skill, better decisions can be taken by the individuals and they can excel in their job role. In order to become reliable and dependable in a work environment, various skills and abilities need to be possessed by the individuals. Another fundamental skill is to manage the data properly. Information should be properly searched by the use of several technical and mechanical methods and then it should be accumulated and organized in a proper way. This would help individuals to organize the things in place. Self management is

also an important skill that would help the individuals to properly manage themselves and evaluate their own performance in order to find out the drawback and accordingly incorporate improvements. Time management is one major employability skill that is necessary for an individual in order to survive in the work environment. Accomplishing the tasks assigned within the speculated time period would help the individuals to become punctual and accelerate the efficiency as well as productivity. Taking responsibilities and carrying them out would make an individual dependable and reliable. With the help of the ability of self motivation, the individuals would always be positive about things and would conduct their activities in a positive manner and would also encourage the other team members. In a work place, an individual must always be willing or eager to learn new things or acquire new knowledge. With the quest to learn something new, the individuals would develop their personalities as well. The individuals should incorporate methods in order to continue with their learning process. Knowledge is available in abundance and the willingness to learn new things, techniques, ideas and ways would help the individuals to perform better in their work places. The information gathered by an individual should be shared amongst the other team members for the proper accomplishment of the task that is assigned. Individuals should be embracing the changes in order to further their employability skills and excel in their job roles. One should be flexible and should not be resisting personal change as it would act as a barrier to the development of the employability skills. Creative and innovative skills are also considered to be one of the crucial employability skills. With the help of creative and innovative ideas, one would be able to come up with better solutions to problems that are faced while performing their duties in the work space. The employability skills should be utilized in a proper way in order to survive the competitive work environment, as well as excel in the job role (Burney *et al.*, 2009).

Establishing employment goals and developing a personal action plan

In the recent generation it is necessary to develop a kind of career development goals and also a personal action plan that will lead in the success of the organization as well as for the success of one own. If a goal is set then it will help the organization as well as the individual to be successful in all the fields of work. If a clear and well maintained goal is set then it becomes easy to progress in the long run and thus will lead to more and more motivation and have a clear vision for life. In order to set employment goals the goals of the individual must be positively expressed and they must not be kept hidden because it will then lead to other

kind of negative impacts. They must be expressed other than framing and that will help in the long run. The goals that one individual has thought of must be broken down into small so that the tasks can be achieved properly and the person can get various opportunities to finish them and can make them work properly (Yarbrough *et al.*, 2017). The goals must not be exaggerated or something unrealistic that it becomes difficult for the person to achieve. Priorities must be set so that proper attention is given to the most important one and they can be fulfilled gradually. Setting and taking actions in case of achieving the goals will help in raising one's own self confidence and will lead to achieving success very easily. Out of everything there must be one vision which should be clear so that it becomes easy for the person in achieving a perfect vision. Constantly keeping in mind the career goal will help the individual in keeping in mind the career and that will help the individual in being very specific regarding the vision he has and that will increase in being successful and also making improvements in gaining knowledge and development skills that will be benefitted for the organization. A very proper amount of time must be allotted while making out the employment goal so that the employees can work for their organization and the organization should also make plans and procedures for their own employees so that they can motivate them in making proper employment goals that will benefit for the organization as well as the development of the individual itself (Stambulova *et al.*, 2009).

Personal development plan

A personal development plan is designed in order to enhance the personal qualities or attributes that are possessed by an individual so that it can increase the chances for the individual to land in the desired job role. The plan would act as a guidelines or a framework for the individuals to follow in order to achieve the desired goals or aims. The personal developmental plan would help the employees of any business organization to enhance their productivity and efficiency and accelerate the quality of the services being provided by them. With the proper implementation of the plan, certain attributes or personal qualities can be further developed or enhanced so that the job roles and responsibilities can be carried out in an appropriate manner. Below would be development plan that would be designed for the job role of Customer service executive in the hospitality sector.

Long Term Goals

Customer Service manager
Short Term Goals
To improvise and enhance the customer service skills and the management skills and communication skills.

Goals	Objective	Measurement	Resources	Time period
Improvise and develop the customer service skills	To develop friendly and cordial relations with the customers and improve the level of professionalism. To identify and comprehend the needs and demands of the customers. To provide quality services to the customers in accordance to the varied tastes and preferences of the customers.	Feedback would be gathered from the customers of the hotel by conducting surveys. Leaflets would be distributed amongst the customers so that they can rate the services provided by the customer executives (Little, 2012).	The information would be collected from the front desk or the front office of the hospitality organisation.	1 week

Improve and develop the communication skills	To develop good relations with the colleagues in order to work in co ordination and collaboration. To overcome the various challenges faced by the incorporation of proper communication skills.	By being a part of the various training sessions that would be conducted in the organisation for the grooming the communication proficiencies.	Time after the completion of the shift would be allotted in order to attend the training sessions.	2 weeks
Coaching skills	Applying or issuing coaching certificates for the individuals so that the teacher will be able to gain the popularity and the recognition (Sweitzer, 2009)	The training must be completed in the training process that will help the teachers to provide the basic learning	Proper training methods must be done to assess the individuals	3-4weeks

Management skills	Taking on more and more responsibilities so that all the secret procedures of billing or deposit boxes are kept safe.	Proper amount of feedback must be taken from the managers that are the guest and the service managers so that it becomes easy to assess their own processes.	There should be more responsibilities on the shifts, on the people that are going through the shifts and then it will only lead to a proper set up of the learning process.	A period of 3-4 weeks.
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Conclusion:

In the aforementioned report a detailed discussion on the aspects of the professionals' career development. The report highlights many crucial factors such as the development of the skill and the learning to boost the employees working in the business environment for enhancing the professional's career of the people. The report is segmented in three definite parts where the importance of skills and knowledge is shown in the first part. In the second part of the report the identification of the areas of weakness and the strengths is done and plans are made for the mitigation of the issues. In the third part the creation of the career oriented goals is done which enable the employees to reach their desired potential. Moreover in the final part of the report a PDP or a personal development plan is made for the growth of the career.

The reports highlight the importance of the learning for the employees in the working environment. With the implementation of the learning process new information is accumulated by the employees who enable them comprehend multiple task in the business with ease and competency. The theories of learning such as that of the Tuckman's Learning theory along with the theories of constructivism and behaviorism have been documented. For the enhancement of the skills proper knowledge is also needed thus the importance of the skills of communication, teamwork and conflict management is portrayed in the report. By

the virtue of the skills and the knowledge, the personal attributes are boosted and the careers are developed (Eros, 2011).

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