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Module title:	Professional Career Development
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Introduction

Personal reflection refers to the activity when an individual analyses themselves to understand the skill sets that they possess. The reflection helps the individual to make decisions regarding their employment and other activities. The report helps in identifying the strong skills they possess and the skills that need development (Bean et al., 2018). In this reflective report, a reflection of the interview done in task 1 is included by using the Gibbs reflective cycle. Furthermore, the reflection includes all the strong skills that are possessed by me and the skills that I need to develop to achieve my employment goal of starting my business. In the end, a personal development plan has been included to help me develop my weak skills.

Recruitment and selection

Gibbs reflective cycle was introduced by Graham Gibbs in 1988 to help individuals learn from their experiences. The cycle will be used in the interview process done in task 1 to understand the whole process. The reflection of the interview is given below:

1. Description

For the role-play exercise, an interview was held between me and my partner. We both took turns acting as interviewees and interviewers to ask questions about the job. The aim of this role play was to help us understand the skills that are needed in a workplace. The interview was also aimed at identifying the skills that are strong for us and the skills that need development. The role-play exercise included questions that are asked in a typical interview to help us practice for the future (Adeani et al., 2020).

2. Feelings

Before the role-play exercise, I was excited because the task helped us explore our skills and let us ask questions as an interviewee and interviewer (He et al., 2018). During the role-play exercise, we were able to coordinate with one another and perform the task with success and this made me happy because the task was interesting and helped us explore new skills.

3. Evaluation

The role-play exercise went smoothly overall but there were some ups and downs in decision making. We were able to ask the right questions and develop the right answers that assisted us in evaluating our skills (Adeani et al., 2020). The questions that were asked were well aligned with the learning objectives of this task. One of the things that did not go well was the fact that the interviewee only asked one question and did not explore more about the job position or the working environment.

4. Analysis

I think the reason that the role-play exercise went well was that we prepared ourselves beforehand and we were able to develop accurate questions. We learned through the module how to identify the skills that are weak and skills that are strong and that helped us develop the questioner. I also think that my experience at TK Maxx helped me ask the right question as an interviewer and answer the questions accurately as an interviewee (The University of Edinburgh, 2020).

5. Conclusion

From the role-play exercise, I was able to learn the importance of evaluating the skills that are required as an employee. I also learned that it is important to identify the skills that we have so that we can make them better and develop the underdeveloped skills more. The role-play exercise also helped me prepare for future interviews where I will be asking more questions about the job and the company than I did in the role-play exercise.

6. Action plan

If I am in a similar situation in the future, I will prepare my skills to answer the questions in more detail so that the interviewer is clear about my skills and personality (The University of Edinburgh, 2020). I would also develop more questions as an interviewee so that I can be clear about the job position.

Strong skills

In this section of the report, all my strong skills that are useful as an employee will be discussed

- **Communication skills**

I have strong communication skills that help me in developing good relationships with people I have conversations with. I am also able to convey my true feelings about any idea or decision that is taken in a team. The communication skills also assist me to explain my point of view clearly and making sure that the other person can understand me (Rios et al., 2020). The communication skills also help me communicate with customers and make sure that they understand the policies and procedures of the organisation. I can communicate all the offers that are going on to make sure that the customer is more interested in purchasing the products. I can patiently communicate with customers that have weak English as well.

- **Helpfulness**

Helping others is one of the qualities that I think is important when it comes to working in an organisation or handling a business. This quality allows me to help my colleagues and make sure that they are working with comfort (Bean et al., 2018). This helps me to develop a relationship and these relationships help me become a better leader. The helpfulness is also useful for me when I am stuck in some tasks that I am not able to complete in the organisation or when I want someone to cover my shift. These relationships make my working environment stronger and help me create a more positive environment.

- **Teamwork**

My teamwork skills allow me to make good decisions when it comes to working with a team. They help me take the lead when it comes to decision making or presenting an idea. The skills also help me when it comes to considering the several ideas that are presented in the team (Rios et al., 2020). I can hear everyone's ideas and analyse them with assistance from my problem-solving skills. All these skills help me to become a better leader or a good teammate. I am also able to keep the team motivated by appreciating the efforts that the team members are putting for the project and by hearing all their ideas no matter who puts them in.

- **Critical thinking**

My critical thinking skills are also strong and help me analysing a situation properly. The skill helps me to analyse a situation by evaluating the available information and considering all the factors

simultaneously. Critical thinking assists me in the workplace because I can analyse the situations that I have to face in the workplace and make a calculated decision. By analysing the situation, I can understand the root of the issue and how it can be solved (Elder and Paul, 2020). Critical thinking also allows me to make better decisions in a team or regarding any life decision. When I critically analyse a situation, it presents all the aspects of the situation and I can understand those aspects to make a good decision.

- **Problem-solving**

My problem-solving skills are very useful in the workplace. Once I can critically analyse a situation and understand the root of the entire problem, my problem-solving skills come in handy. I can solve the problem in a way that benefits everyone. When there is a problem with something in the organisation, I can provide a straightforward solution to it (Rios et al., 2020). Problem-solving skills also help me deal with customers that face issues with the product or service that I provide to them. I can provide them with a solution that makes the organisation as well as the customer happy.

Areas that need development

In this area of the reflective report, I will discuss the skills that I lack and the skills that need further development. The following are the skills that I lack and need development in:

- **Attention to details**

Paying attention to details is one of the skills that I lack as an employee. Even though I can provide quality results, I am not able to pay much attention to small details. This sometimes creates problems for me because these small details decrease the quality of work I provide sometimes. The lack of these skills has created problems for me in situations where the issue needs to be analysed very closely to solve it (Rios et al., 2020). These also create hindrances for me when I am with a customer and they want to know about some specific details about some product. The lack of attention also makes me skip some of the information that is provided to me that sometimes leads to wrong decisions from my side.

- **Time management**

My time management skills are also weaker than my other skills. I am not able to manage my tasks throughout the day and end up being late sometimes. The lack of time management skills gives me less time to work in the organisation which results in a lack of targets that I can achieve in the organisation (Bean et al., 2018). These targets become difficult for me to achieve because I am not able to give the tasks the time they need. This result in me working around deadlines and rushing the work that needs to be done. The lack of skill also becomes a hindrance when it comes to achieving business goals.

- **Adapting to change**

It is also difficult for me to adapt to sudden changes in the organisation. I am not able to change my roles and responsibility easily and become stressed when I am faced with a situation that needs change. Change in employee duties is difficult for me to handle which means I am sometimes not able to fulfil roles that are expected from me. A change in management or task or anything needs some time for me to understand and work on. It takes me a while to adapt to a change depending on the degree of change and in what aspect change has taken place. This creates issues when I need to perform multiple tasks of different nature at the same time (Bean et al., 2018).

Employment goals

After performing the reflection, I want to include my employment goals in this reflective report. My employment goal is to have a business of my own where I am the decision-maker. The reason behind this goal is to have independence when it comes to decision making and exploring the business world myself. I want to own my own business to have the freedom to make all the decisions after carefully analyzing them. Being my boss has been a goal of mine for a long time and it will be achieved if I own a business. However, until I can own a business, I aim to work in a bank to gain financial literacy.

Personal development plan

Skills	Strategies	Time duration
Attention to detail	• I plan to put more attention by analysing the issue more. • Analyse a situation more than once to make sure I do not lose any detail. • Perform online research to learn how to pay attention to details.	Between 2 – 3 months
Time management	• Make a schedule that is easy to stay on and slowly make it stricter. • Assigning time to all the activities I perform daily to make sure I am not overlapping time. • Take up a time management course to better learn the skill.	Between 3 – 4 months

Adapting to change	• Learn how to adapt by putting myself in situations that demand change. • Change my routine regularly to learn how to adapt to change.	Between 6 – 8 months
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(Source: Rimmer, 2018)

Conclusion

The reflective report is being concluded hereafter carefully reflecting the role-play exercise to understand what happened during the activity. The reflection helped me understand the mistakes I made and the right decisions. The reflection report also includes an analysis of the skills that I will need in the workplace. The weak skills that need development have been included in a personal development plan.

References

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The University of Edinburgh., 2020. Gibbs' Reflective Cycle. (Online available at <https://www.ed.ac.uk/reflection/reflectors-toolkit/reflecting-on-experience/gibbs-reflective-cycle>) (Last accessed on 16/08/2021)

Pictures:

<http://iell.co.uk/university-of-wales-trinity-saint-david/> (Last accessed on 03/09/2021)

Appendix

Q1. Could you tell me more about yourself?

Q2. What are your strengths?

Q3. Why do you want to work for us?

Q4. How do you resolve a conflict in the workplace?

Q5. How much are you looking for?

Job Application

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Associate for H&M
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1. Personal Details	
Title	Miss
Surname	Bengus
Forenames	Cosmina - Talida

1a. Additional Information				
Do you hold a full, clean driving license valid in the UK?	Yes	✓	No	
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	✓	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

y

Current or Most Recent Employment

Y

Employers Name	Sarlim Kola			
Job Title	Tk Maxx			
Dates of Employment	01/01/2021		01/06/2021	
Reason for leaving	Family Problems			
Brief outline of main responsibilities and key duties	Customer Service, Maintain the shop, Cashier, Handover the click & collect			

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Name of Qualification	Date Gained	Level	Grade	Awarding Body
CERTHE SKILLS FOR THE WORKPLACE	OCT 2021	4		

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Business	July 2020	2		
Ict	July 2020	2		
Maths	July 2020	2		
Maths	July 2019	1		
Esol	July 2019	1		
Ict	July 2019	1		

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

My

- Writing
- Watching movies
- Travel
- Spend time with my family
- Volunteering

5. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

I would like to work for you for three reasons. Number one, because I am looking for long term employment and this is somewhere I feel I can stay. Number two, you got many good reviews online from customers. Number three, your company history is very interesting. I think that I am good for this position as I have 6 month of experience and I also have good communication skills, I can work under pressure and I am very patient in difficult situations.