

Professional career development report and role play reflection

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1.Introduction

In this report, I will communicate and correspond a personal reflection on professional career development referring to a role-play task undertaken to understand the skills and knowledge needed to work effectively. Similarly, demonstrate readiness for employability in the future. This report will encounter a “recruitment and selection” section where I will focus closely on my feelings, emotions, difficulties, and thoughts on the role-play task; a “self-evaluation review” in which an explanation of my understanding of skills and knowledge towards working effectively, will be illustrated. I will make sure to clarify and centre my focus on a “personal development plan” sustaining employment goals, SWOT analysis and Johari Window model that will be implemented to help me succeed in the area chosen for employment. I will make logical connections to “review career ambitions and expectations” that will enable achievement and readiness for employment. A conclusion will have its place in my report to summarise findings and feelings upon development. Furthermore, a references list mentioning credits to authors of findings will be included along an appendix demonstrating my notes taken throughout the whole module of Professional Career Development and evidence of the role-play interview.

Throughout my lifeline (Table 1.-appendix section) I struggled to find my scope in society which had me struggle for years. I was never interested in becoming a doctor or a police member as children would wish to be, therefore, I used to think low of myself since I thought that I am incapable of becoming something substantial.

The events in my life caused me to experience my happiest and lowest points which had a massive impact on what I want to become in the future. I became confident in my strengths and opportunities and understood that I need to achieve my dream job set in mind. Real Estate (RE) agent became my ideal job not long ago, as I comprehended that my instincts and desires meet in the property industry. I strongly believe that steps followed correctly and assumed would get me to realize my dream into reality. Hence, Warren (2019) believes that “The more you learn, the more you’ll earn” with dedication and patience I am keen to focus my time on learning step-by-step and grow in a company.

2. Recruitment and Selection

The role-play task was purposed to demonstrate how “recruitment” – finding new candidates to join a company, as per Oxford Advanced Learner’s Dictionary (2021) and “selection” – the process of hiring the best candidate from a group and providing them with a job as stated by Barr (2020) demonstrate how the two operate together.

In this section, I chose Atkins and Murphy’s (1993) cyclical model of reflection as a tool to demonstrate how the events in the role play developed. I selected this reflection model as it is considered to support a “deeper level reflection” as suggested by Open Learn (2019). Zeeman (2019) underlined, the five-step process of the reflection method:

- Awareness – analyses what happened and examines feelings & thoughts.
- Describing – designed to investigate the key events, including any possible discomfort occurred.
- Analysing – determining if initial assumptions and reality were correct or wrong.
- Evaluating – assessing alternative scenarios and potential behaviours.
- Identifying – examining the learning as an overall experience.

Upon receiving the task, I felt relieved as the task was to pair with a partner and create a scenario where the partner would serve as an interviewer, and I would be the interviewee. We had to imitate a real job interview where I attend an interview for my intended job, in my case, it was a “Real estate agent at Savills”. Also, I had to complete an application form for this job which can be found in “Table 2.” in the appendix section. I was aware of what is about to come because I attended three interviews throughout my life, therefore, I was familiar with them & I thought that the task itself is easy-going.

The event happened in an online setting due to the current pandemic situation. The meeting started and we both (interviewer and interviewee) attended the interview on time. The five questions (Table 3) asked from the scenario were successfully answered and, in my opinion, the interview went well. My interviewer made me feel comfortable and relaxed and assured me that there is nothing to stress about.

To analyse and answer if initial assumptions and reality were correct or not, my answer would be practically-yes, theoretically-no. In the practical part, I felt anxious because I was fighting for my intended job and had to make an impression, however, I felt composed proving to my interviewer that I am reliable. Regardless, I was wrong and felt stressed in the

theoretical part as I found myself stuck into finding appropriate answers that would impress someone into hiring me as a Real Estate Agent.

Evaluating the overall experience, I answered the questions thoughtfully and was assured at the end that I have done well which gave me hope and reassurance. The online interview had me stressed that suddenly there will be connection problems and the interviewer will consider me unreliable, happily that didn't happen. At the end of the interview, I asked the interviewer a question and she didn't hesitate to answer sincerely which satisfied my expectations.

I identified the role play enjoyable, and I now feel confident attending online interviews. This exercise will help me in the future because it portrays what interviewers expect from candidates.

3. Self-evaluation review

3.1. Self-Motivation

I motivate myself day by day to achieve my dream of becoming a real estate agent (Table 4). Self-motivation is the force that pushes us to go on, achieve, produce, and move forward suggests Mind Tools (2017). Achieving my goals and objectives is what motivates me to become a better self, to learn and explore. With the right mindset, I became my own motivational speaker using my consciousness. Therefore, every time I feel lazy and unproductive, I punish myself to motivate me to work and be productive in the future. My dream achievement depends only on myself. I motivate myself to do my research, to go to agencies, and ask experts for advice, e-mail advisors and find information that could be useful to me. Triumphant my dream job would mean that I could enjoy my workplace, develop in a career that I wish to grow and lastly achieve financial freedom. I take small but sure steps in motivating myself and I do that by surrounding myself with a healthy environment, I focus on goals I need to realise, I am confident and I'm thinking positive that with passion and desire everything is possible.

3.2. VAK learning style

In the real estate industry and such as in any other industries, employers have some expectations from their employees so that the work performance exceeds. AGCAS editors (2020) argue that skills such as: effective communication (written, visual, numerical and oral); collaboration and team leadership; negotiation; client care; time management; presentation skills; the use of IT and more would help me specialise in the sector of RE and is what employers of real estate agents want.

Reflecting on my learning, I realised that the VAK learning theory (Table 5) helped me massively in understanding and confirming once more what type of learner I am. Macmillan (2018) pointed out that the VAK learning model is designed to “divide” people into three categories:

Visual learners – consume information by visualising it first.

Auditory learners – absorb knowledge by hearing it.

Kinaesthetic learners – assimilate information by physical movement.

Quizzes and surveys proved to me that I fall in the category of visual learners. I found out that I learn more from people’s body language and facial expressions which helps me understand emotion without them even saying a word.

I would always tend to sit at the front of the class at school because I needed to analyse and examine images up close to get a better understanding and enhance my learning. This helped me absorb better information about giving presentations which I exceed in now and became one of my strong points, also, I consider that that will be of great use in RE. Due to multiple presentations given in class, I improved my IT skills, also, I learned to listen to others not only hear them and collaborate effectively. I learned how to work in a team in a work environment, and lead by giving solid alternatives to situations that would later be used to solve tough times.

My interests in photography and capturing emotion are a result of my visual learning style. I visualise places and then revise them in my head, then when I visit a place, I wouldn’t need a map as I would have clues and pictures in my head that would point to the right direction. My visual learning style will guide me through situations in my real estate career since I will picture beautiful images of properties and will grow our portfolio of sold deals.

4. Review of career ambitions and expectations

Even though RE is a very competitive industry, the vast range of opportunities and possibilities motivate me even more. Therefore, throughout the time I gathered some expectations I expect from the experience I am about to acquire. However, to achieve my ambition I need an action plan so that I could set up my goals and set my standards then meet them.

I expect to get hired in a real estate company and start working there as a real estate agent. Getting along with colleagues and working together effectively would win their trust. I would expect to be promoted in the future and lead a team. However, to do that I completed a SWOT analysis to help me build on what I do well and address what I am lacking.

<i>Strengths</i>	<i>Weaknesses</i>
- Excellent client care - Excellent communication skills - Effective team worker - Excellent IT skills - Excellent written & numerical skills - Great photography skills - Strong organisation skills	- Taking too much attention to detail. - Trouble saying “no” to requests and ending up taking too much work that I can physically complete. - Not possessing a driving license. - Lacking negotiation skills.
<i>Opportunities</i>	<i>Threats</i>
- Getting a Real Estate Licence in the future. - Meet amassing people and learn from them. - Helping people find their dream homes and fulfil their requirements. - Opportunity to attend a superior real estate course. - Could become a real estate investor in the future by investing in the purchase of real estate.	- Not possessing a real estate licence yet and being considered unqualified for the job. - The general market risk and competition is high. - Having no experience in property sales and lettings could be a threat as employers could look for someone experienced to complete the job.

5. Personal Development Plan

My plan into achieving my target of becoming a real estate agent is to outshine my CV and Cover Letter and apply to job applications. Then if I am successful and get the opportunity to attend an interview, I will do my best to prove that I fit for the job and impress the interviewer. Considering that I am not fully qualified for the job, I created a personal development plan to demonstrate how I will overcome the threats and weaknesses to achieve my ambitions.

Skills	How will I get them?	What resources or support will I need?	What can prevent me from achieving my goals?	How long should it take?
Getting my driving license is extremely important in the property industry.	I will attend driving classes in my free time, and focus on learning general and highway rules to be able to pass theory and practical tests.	I will need to make use of money saved to make that possible.	Time management. I will need to manage my work, personal life, and free time to be able to fit the driving classes in between. An unknown illness could prevent me from achieving my goal.	Around 6 months.
Negotiation skills	I will take much attention to how my superiors negotiate with clients and learn from them. I will ask for advice and then feedback on how I am doing to apply further improvements.	I will need support from my work colleagues and my manager.	Getting experience could be hard as employers would not hire me or offer trial days.	Less than 1 month.

Frey (2018) articulated that the Johari window was made by four quadrants to explain how “one sees oneself and is seen by others”. I developed a Johari window to understand and train self-awareness.

<i>Arena - open area.</i>	<i>Blindspot – unknown by self.</i>
- Adaptable - Calm - Organised - Trustworthy - Confident	- Warm - Wise - Organised - Dependable - Kind - Relaxed
<i>Hidden area - unknown by others.</i>	<i>Unknown area – others’ observation.</i>
- Idealistic - Sensible - Curious - Religious	- Accepting - Caring - Independent - Sentimental - Bold I will ask for feedback from everyone I work with so that I would be aware of skills I am not familiar with yet.

6. Conclusion

To conclude this report, I identified ambitions and expectations of employers and I understood the importance of readiness for employment. I strongly believe that I will achieve my goals if I improve skills and develop new ones. Ultimately, reflecting on the role play, the helpful exercise prepared me for employment in online conditions and it made me aware of giving my best performance in an interview.

7.References

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8. Appendix

Table 1. Lifeline reflection

Lifetime Reflection 16 June 2021 12:06 What have I learned about the exercise? Looking back at the events of my life, connections and achievements influenced me into being who I am today. Both the influencing factors high and low points made me powerful and smart in terms of choices I have made in my life. The evaluation of my life made me realise that I am someone who doesn't love to be stuck in a job for too long and likes to examine other options ahead. I learned that changing jobs was a high point because I get to experience new adventures, meet new people, understand and learn people's cultures, mindsets and visions. I also learned that self-respect, tolerance and freedom of speech are points that I focus the most in a workplace. The low points in my life such as going through depression by myself, thought me to seek for help because there will always be someone who will be keen to advantage with advice. Having this experience in my life, I understood to identify and help people that go through tough times around me as it could even save someone's life. A follow-up on the life line activity would be to achieve a master's degree in real estate. Therefore, ideally start working in a luxury real estate company. I know that this would affect my mental health in a positive way and would therefore be my biggest achievement, as I would achieve getting my dream job. Good reflection [SH]

Table 2. Application form for Real Estate agent at Savills.

Application for Employment Private & Confidential				
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	Real Estate Agent at Savills			
+				
1. Personal Details				
Title	Ms.			
Surname	Broasca			
Forenames	Cristina			
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.				
Current or Most Recent Employment				
Employers Name	Starbucks Coffee Company			
Job Title	Barista, Retail			
Dates of Employment	From	05.10.2020	To	18.07.2021
Reason for leaving	Professional development.			
Brief outline of main responsibilities and key duties	I had to operate all aspects of the register, including cash and card transactions and ensure that all the transactions are accounted for by the end of the shift. Also, I had to meet store operating policies and standards, including providing quality beverages, food, and retail products.			

Employers Name	Nando's Chickenland Limited (UK)			
Job Title	Back and Front of the House Team Member			
Dates of Employment	From	15.03.2019	To	01.10.2020
Reason for leaving	Restaurant <u>closing down</u> .			
Brief outline of main responsibilities and key duties	-I had to host and make our guests feel valued by preparing, cooking, and serving amazing food to Nando's high standards and make customers feel fired up, wowed by the experience at our restaurant. -I had to set up, maintain, hand over and <u>close down</u> a clean and safe and fully operational workstation. -I also had to follow <u>all</u> of the health and safety as well as food hygiene and restaurant security measures.			

Employers Name	Newham College of Further Education			
Job Title	Administrator Assistant			
Dates of Employment	From	02.06.2018	To	02.07.2018
Reason for leaving	Not applicable. I was not officially employed. However, I gained a month experience in administration.			
Brief outline of main responsibilities and key duties	-I had to provide administrative support to ensure efficient operation of tasks within the college environment. -Answering calls and e-mails, schedule appointments and duties such as filing, typing, copying, and scanning documents were executed <u>on a daily basis</u>.			

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		
GCSE MATHS	AUGUST 2019	3	B	Pearson
GCSE ENGLISH LANGUAGE	AUGUST 2019	3	B	Edexcel
GCSE COMBINED SCIENCE	AUGUST 2019	3	B	AQA
GCSE CITIZENSHIP	AUGUST 2019	3	C	AQA
GCSE ICT	AUGUST 2019	3	A	AQA

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
RICS-Certificate in Commercial Real Estate	IN PROCESS	4	N/A	QAA

CPD / Training and Development

Brief description / course title	Date Taken
Certificate in Commercial Real Estate This certificate is aimed to give me a board overview pf the most important areas of knowledge in the Real Estate sector. It is an online course designed to create an introduction and improve the awareness of areas such as: measurements; lettings; purchase and sales; landlords and tenants; property finance and funding and investment management.	IN PROCESS

4. Interests and hobbies

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

Some of my favourite hobbies are travelling, photography and reading non-fictional books. I love spending time with my family and friends when we explore new places, as it brings me the real adventure, and I never miss a second to capture beautiful people and sincere emotions. Reading has been one of my oldest hobbies ever since I was a little child, however, when I grew up my book collection started grow with books that are society, philosophy and financially related. I read in the job description that having photography skills would be great for the job, I believe that my knowledge in photography would be of great help in the office.

5. Reason for applying

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

Real estate brings the opportunity that I crave, it being working in a versatile work environment. This job meets my desires and passions, and I assume that this factor could allow me to exceed in this job. I believe that having my work experience where I worked with customers and been through multiple situations empowered me to become stronger and find solutions.

The set of skills I have will permit me to learn quick and get involved in deals confidently. I learn new facts and information day by day in the real estate course that I attend, and I find it absolutely fascinating. I also possess photography skills which would be a big advantage in the company, therefore I believe that my experiences and knowledge would be of great help in the team and in the company overall.

Please specify how you meet the criteria for this role.

The job description stated that a "driving licence is necessary". I have not achieved my driving license yet, but I will start taking driving classes and aim to get it as soon as possible as I believe that it is extremely important to own it as it allows me to move from a location from another much quicker and effectively. I trust that I meet the criteria of the job because I am a very passionate individual that is work driven and achievement seeker.

I grew up loving people and becoming a mentor for them when coming to buying a first house or either it being buying a whole building would be a dream come true as it proves that I am reliable and shows the level of professionalism I can provide.

Real estate agents help people during major milestones and being there helping them achieve their goals would mean gaining confidence and lastly great satisfaction.

Table 3. Interview Questions

Scenario, Task 1 - Cristina Broasca

Job Interview (Interviewer- Irina Pasa (2010915), Interviewee Cristina Broasca (1919621)).

The job - Real Estate Agent at Savills

Interviewer:

Irina: Q.1. To start with, I would like you to tell me a bit about yourself.

Irina: Q.2. Why did you decide to apply for this job?

Irina: Q.3. What achievement has given you the most satisfaction, and why?

Irina: Q.4. What would you say are your main attributes and downfalls?

Irina: Q.5. What is the most difficult situation you have faced at any previous job you had, and how did you overcome it?

Cristina: Q.6. What have you found to be the biggest challenge when working here?

Table 4. Self-motivation reflection

Reflection on "Self-Motivation"

Growing up as a child I never had any self-motivation because I wouldn't know what I want to become in the future and watching other children vent about future selves would decrease my self-esteem even more. However, as I grew up I started to develop my emotional intelligence and what pushed me to do so was self-motivation.

I realised today that self-motivation is what motivates me to change, develop and produce a better version of myself. Even if sometimes I didn't have any motivation to do a task, I would remember about the result of what may come with the struggle of the smallest thing such as getting up from the bed.

Today, after watching the video in Moodle with Mel Robbins I have realised that she is the actual initiator of this simple brain trick. However, I also realised that I was following this trick way before even knowing that she is at the base of the smart trick. I started following this idea of waking up 10 seconds after my alarm went off and I would count in my head; right after I would finish counting my body would raise from the bed by itself which I found to be a very useful everyday tool.

Self-motivation is what motivates me to achieve whatever I put in my mind and when I complete my task, I always reward myself with a cup of coffee, which motivates me to achieve more goals in the future.

Good reflection, well done [SH]

Table 5. VAK learning style reflection

Reflection on VAK learning styles

Reflecting on the VAK learning styles, I confirmed to myself once again that I have visual learning style. I always knew that I perform better when I see images, photos and magazines however after completion of the questionnaire my second highest score was in the kinaesthetic subcategory which had me very impressed. The reason behind being that I've always considered myself a visual/auditive learner, which I still consider being good at.

However, the visual learning style is the best to describe how my brain functions on a same note. I've approached this style because I realised that it helped me get out of tough situations, such as when I once got lost in a new place that I've previously visited once in my life and I had a vivid image in my head with the roads and details, like placement of trees where I could pick up clues to help me find the right route.

As I've found out today, there is no wrong or right way of learning style, however, to develop myself I would love to approach all of the learning styles and combine them so that I could blossom my learning process. To make this possible, practise is one of the main solutions to make me be confident into asking more questions, guide and observe feelings of people that surround me.