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Description

This summer when I came to London I worked as a traffic marshall for a while for Ballymore and as we were responsible for every car which enters on the site and all cars need to be booked and approved with a day or to before they can enter on a site. But sometimes it happens that occur a problem so the company needs some unexpected services and when those cars are not booked and in such cases we have an unbooked list which is updating but even when it is happening it's still can appear some problems like cars what was booked are inside already and it's no space for another car. So he is responsible if the cars that are not booked can enter or no. So when I start to work a new manager also start to work and it was his first job as a manager's office. But he was not scared because he already had the necessary experience that he took as chiefs from other managers he interviewed or read the biography. And before I started, he told me that " Before I started I was a little nervous but a day before I read this book *Feel the fear and do it anyway* " (Susan Jeffers, 2012, so we both were I really nervous but he can control this when I can't when we speak about a problem.

Feelings

I was really nervous because it was the first time when I worked as a traffic marshall and I have two cars which were not booked but they really need to be inside because without their service work will stop for at least an hour or two in another hand I can't let them inside because they are not booked and there was no space for them because inside are already full. And I asked for help from the new manager he asked quickly at the call I explained the situation and he answered me " I can't tell you now the answer to your question give me a few minutes and I will tell you how we will do" I felt he was a bit nervous when he answered but then after one minute he calls again and the voice was very clear and calmly "In two minutes I will take one of the traffic marshall we will take out one car that is not important now so we can make space for the cars who are outside

"(Dominic, Ballymore office manager). I was there surprised how calm he was even if it was his first job. For the most part, I felt disappointed with myself because I could not control in a simple situation even in the worst or unexpected situation that could occur. I felt disappointed with myself for several reasons and one being that I couldn't abstain from my emotions at a moment not so complicated other than not having acted as a team player is that even though I am not yet a housekeeper everyone has to be dedicated to working from the smallest worker to the largest veil. I took some advice from a worker who worked before me but it was not enough and I still felt incomplete about knowledge and practice.

Evaluation

I was a bit nervous even if I had practice and enough knowledge of what to do but somehow when I faced the first problem it was like I forgot everything that I learned we can say that I panicked a little bit when I saw that the problem wasn't so simple and I have also some drivers that wanted to enter because they all are booked at that time so they were nervous. I thought that this problem will not be so easy to resolve and our new manager was still fresh. After all, he knew that it is his job to resolve all kinds of these problems so he wasn't nervous because he learned how to be calm in such cases and to take the right decision as fast as possible. If a problem appears is better to take control of your emotions and start to think clearly just then you'll be ready to take the right decision. My action was like a child who does not know what to do who has enough knowledge but how to use them has no idea.

Analysis

The situation was not so dramatic or impossible to solve fast but because I start to be nervous I didn't even to start to take control of the situation which made me lose control over the situation if I stopped for a second to calm down and to slide into the situation that I was dominating would happen faster. I do not want to make allusions that as if I fell into a panic and all I was doing is to ask the housekeeper what to do only when this situation first appeared, I was a little confused as first working in construction and there was a pretty serious problem but until then I had no such problems and my first reaction was certainly a little nervous. And I could suddenly see how this kind of problem came up and think calmly and talk to my manager how we can solve the problem because we all know that two heads think better than one. But being overwhelmed with emotions and having a bit of fear that as a kid what to do I tried to try to solve the problem without asking for help what was a big problem as I struggled during my time and the drivers waiting at the gate. This differentiates us from the professionals because they know how

to use the knowledge in critique situations and to come out of them due to clear minds in their actions is nothing other than rational things to be taken in such cases. Being that they already went through these problems may not exactly all those problems but something similar.

Conclusion

In retrospect, I would do several things differently. First, now I wouldn't react as the same in stressful situations I will take some minutes to calm down and when my mind will be clear then I will start to take the right decision. Looking back I can't say that I regret my mistake what I made because of all the mistakes that we are made we learned so if we will don't make mistakes we will not learn everything. And one more thing but I think it's the most important is knowledge without practice it's useful especially when in work is a lot of pressure. Sometimes even the smallest problem can seem very big to you, but sometimes a big problem can seem very small, it still depends on the skills we have in solving them. As an example, I have never been good at solving simple problems in mathematics because I was betting hard and the heavy ones seemed easy to me because I liked more to solve a difficult problem that attracted more attention, which I want to say with all this. that all the problems that we have alone we put to them the level of difficulty. A professional becomes only when the experience and knowledge are at a rather high level and all this happens only when some time passes and by making different mistakes you learn to solve them and not to repeat them over time. Many of us when we come to a new thing try not to make mistakes because we are all afraid that we will be kicked out of work and something bad will happen but the truth is we will not start learning from mistakes we will never be able to become more good on a professional level. In conclusion, I can say that the problems that arise where we do them mostly alone because we have some emotions that are absolutely normal for each of us, and the problem is that we do not learn how to control them when necessary. The situation at our problems arises when we are ready to look for them.

Action plan

In the future, before I start working as a manager I will go to several courses to make sure I know how to do it to the fullest and I will practice making sure I can handle it before I take responsibility for something. Being prepared always is better than not being and what is related to controlling emotions is better to take some courses. In a thing where you need your security and influence on the workers and in case a problem or crisis arises, you will not do any good to the group if you are nervous or you will panic because you are the head of the group and the head must think always clear. Of course, I will take

some advice from the managers who already have experience and need mistakes while working site that I hoped to make mistakes it is good to invest in them but why not invite and from the mistakes of others who with some time ago they were also first time at work and they were excited and still fresh on the work postcard, but over the years they have made mistakes that can sometimes cost them the longest in their career and why not learn from them to do not repeat their mistakes because you can avoid Some that are insignificant and easy to remove from my future by starting to be manager of a company I can ask the advice of other colleagues who have worked and have had several years experience. The biggest plus that a man can have is knowing his minuses because once you know who your minuses are and accept them as they are and you are ready to work on them you will become a much better man than how you were a date. In my opinion, a good manager is the one who is attentive not only to the problems that appear in the company but also in the group and tries to improve them is that nothing is better for a company than an efficient team thing. And if this situation will ever appear on my way as a manager a will take a minute to think to calm down and take the right decision. When I will start my work as a manager I'll consider everything what I need to learn to take some practice to be sure that my way as a professional manager is on a right path.

REFERENCE

Dominic-Office manager at ballymore summer 2019

Feel the fear and do it anyway by Susan Jeffers published in 2012

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