

Personal Development portfolio

by Ivana Konjevod

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Lecturers' Name: Dr Besty Jose

Assignment Title: Personal Development Portfolio

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Task 1: Job details / CV

Family Assessment Worker - Coventry

Job Title: Family Assessment Worker

Salary: £22,509 to £28,143 (based on full time hours, pro rata for part time hours)

Hours: We have a variety of hours available: (please stipulate on application form hours you are applying for)

- 37.5 hours per week
- 30 hours per week
- 22.5 hours per week

Shifts include a mixture of working: 7:30am – 3:00pm & 2:30pm – 10:00pm. (Your rota will involve working a combination of both of these shifts, including weekends)

Location: Coventry

Our Commitment Statement

Our expectation of all staff is to demonstrate kindness, empathy, and fairness to all.

Dudley Lodge strive to provide an inclusive working environment and experience, where employees can bring their best, and authentic self to work. Where difference is recognised, respected, valued, and celebrated.

Our approach to inclusion and diversity is rooted in listening, learning and acting. This includes conducting ongoing listening forums across the company, the implementation of Inclusion & Diversity talking/support groups, workshops and training, good quality supervision, surveys and collaborative working parties. All with the core aim to receive honest feedback, reflect and continuously strive to be the best that we can be.

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Personal information

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Driver's License:

B

Eligible to work in the UK:

Yes

Highest level of education:

Diploma of Higher Education commercialist 2009 to 2013

Education

1 University Student

University of Wales Trinity Saint David – Birmingham September 2022 to September 2023

Health and Social Care Level 4 qualification

Work Experience

Account Coordinator

BROOKSTREET RECRUITMENT AGENCY – Coventry October 2021 to September 2022

public sector branch

- communicating with customers over the phone, e-mail, conducting interviews
- ensuring all candidates were compliance (completing DBS check and documentations)
- inputting and updating information onto computer system
- recruiting in a different roles for public sector

Warehouse Operative

World of Books Group – Coventry October 2019 to September 2021

- inspecting incoming goods
- scanning, labelling, picking and packing books
- daily workplace inspection

Food and Beverage Assistant Macdonald Hotels & Resorts - Stratford-upon-Avon July 2019 to October 2019

- 7 taking food or drinks orders from customers
- assisting with catering duties, buffets and events

- assisting with food preparation in the kitchen, keeping buffets fully stocked with fresh dishes
- clearing away dirty plates and cutlery

Factory Operative

MUNSTER JOINERY UK - Wellesbourne Hastings April 2019 to July 2019

- working on the production lane
- operating on machines
- work with hand tools
- inspecting incoming goods

Unemployed and looking for work

unemployed – Coventry January 2019 to March 2019

Business Account Manager

A1 - Zagreb , Croatia Zagreb January 2015 to December 2018

- communicating with customers over the phone
- handling various administrative duties and dossier preparation
- conducting business meetings and maintaining business relationships
- a proactive customer service approach and maintenance of user database
- daily use Microsoft office and CRM system

Business Telesales Specialist

A1 - Zagreb Croatia January 2014 to January 2015

- presenting, promoting and selling VIPnet (a telecommunication services provider) products and services to existing and prospective customers
- identifying new potential customers and upsell opportunities
- working in CRM system
- handling administrative duties and dossier preparation

Call Centre Agent

Meritus Plus d.o.o - Zagreb, Croatia Zagreb January 2013 to January 2014

- selling telecommunication services
- contacting existing and prospective customers
- managing the entire selling process
- delivering induction training to new employees

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Skills

MOTHER TONGUE(S): Croatian OTHER LANGUAGE(S): English

-good organizational skills -a positive approach -a team player -disciplined -good business problem solving skills -self-motivated -efficient -adaptability in the workplace -good attention to details-data entry, can demonstrate kindness, empathy and fairness in every task

Additional information

VOLUNTEERING

Organization on humanitarian aid

Zagreb, Croatia • creating and fundraising humanitarian aid Home for abused and abandoned children

Career of a family member

Looking after a relative with special needs - provide childcare, support the child in the development, assisting in weaker areas, e.g. reading, numeracy etc. supporting her in developing social skills, apply positive attitude, provide playroom

Looking after grandfather with Parkinson's disease – personal care tasks, providing him medication, keep him active, had big desire to help him, was always on hand when needed

Task 2: Cover Letter

26/07/2023

Application for "Family Support Worker" position

To:

Dudley Lodge Safeguarding Children and Strengthening Families
143 Warwick Road
Coventry
CV3 6AT
024 7650 2800

Hello,

¹⁷ I submit this application to express my sincere interest in the Family Support Worker position.

¹⁸ In the previous roles, I was responsible for expertise in system administration, sales, recruitment, hospitality and I am a self-motivated person who is willing to learn new skills. I have very good organizational skills, good attention to details and I am confident with my digital skills. I am pleased to state that I have the certification in Level 4 ¹ Health and Social Care at University of Wales Trinity Saint David. I have also experience of caring for my family members who have had health conditions and I have loved every minute of my time spending with them, please find attached my CV with more details about my previous experience. I believe that my big desire to learn can contribute to your community.

I would be extremely grateful for the opportunity of working with your organization.

Thank you for taking your time to review my application.

Sincerely,

Ivana Konjevod

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Task 3: Personal Development Plan

A Personal Development Plan (PDP) is a structured document that outlines an individual's growth and development objectives (Passmore et al., 2020). Personal Development Plans (PDPs) are promising because they provide goal clarity, focus, and motivation. PDPs improve skills and facilitate career advancement, making them valuable instruments for those seeking personal and professional development (Lejeune et al., 2022).

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Personal Development Plan				
Target	How will I achieve this?	Why will this target benefit me?	What will change when I achieved this?	When do I want to meet this target by?
Improve IT skills	- Web development languages - Search for help - Practice regularly - Develop through assignment and presentations at UWTSD	- Technical skills - Career growth opportunities	- Confidence - Financial Independency - Save my time with my assignments and presentations - More organised	By September 2024
Communication Skills	- Enrol in classes - Actively listen and seek feedback from peers - Public speaking	- Improved communication skills - Self-assurance - To work effectively in a team	- Reduce anxiety and nervousness - Competent	By December 2023
Time Management	- Prioritise tasks - Timetable - Set deadlines	- Effective time management - Work-life balance - Productive	- Sense of direction - More organised	By December 2024

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References:

Lejeune, C., Beausaert, S. and Raemdonck, I. (2022) 'Effective personal development plans contextualized: The role of the autonomy-supportive people manager in sustaining employees' self-directed learning', *Human Resource Development Quarterly*.

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Passmore, J., Sinclair, T., Passmore, J. and Sinclair, T. (2020) 'Personal Development Plans', *Becoming a Coach: The Essential ICF Guide*, pp.203-207.

Task 4: Gibbs Reflective Cycle

This task explains how reflective writing is important for personal and professional development. Reflective writing is a kind of introspective analysis in which the author evaluates their ideas, feelings, and experiences to gain insights and discover growth opportunities (Shavit and Moshe, 2019). Reflective writing allows me to examine my performance, explore my feelings and responses, and discover possibilities to enhance my presenting abilities in a presentation assessment.

Reflective writing ¹⁶ is essential for personal and professional development because it enables individuals to gain self-awareness, receive insight from their experiences, and make positive changes. Hence, I will apply the Gibbs Reflective Cycle to analyse the evaluation of my presentation.

Description

As a part of my assignment I had 5 minutes power point presentation with my lecturer dr Besty Jose. Before the presentation I was nervous but during the presentation evaluation, I felt more prepared and confident. I covered all the key points effectively, and I could tell that the audience was engaged and interested in the topic. In my eagerness to convey all the information, I rarely realised I spoke too rapidly. This rapid tempo made it difficult for some listeners to completely comprehend the entire message, and I recognised the need to calm down and improve the audience's comprehension.

Feelings

Despite initial apprehension and anxiety, I successfully delivered the presentation, receiving positive feedback from the audience and instructor. I recognised the need for improvement in anxiety management and rhythm, motivating me to improve my presentation skills for future engagements. This experience gave me a sense of development and resolved to become a more confident and effective presenter.

Evaluation

During the presentation evaluation, my lecturer Besty gave me encouraging feedback regarding the depth of my subject-matter knowledge. This affirmation is consistent with the research emphasising subject matter expertise's significance in effective presentations. According to the study by Oktiani and Putri (2022), a presenter's credibility and authority are bolstered by a comprehensive knowledge of the topic, resulting in a more persuasive delivery.

Therefore, the instructor's recognition of my subject knowledge validates my time preparing and researching the material.

Analysis

Upon reflection, it became clear that my nervousness significantly impacted my speaking speed during the presentation evaluation. This discovery is consistent with research on the effects of public speaking anxiety. When people are anxious or apprehensive, they speak rapidly and feel rushed to complete the presentation (Kadir and Raof, 2020). This urgency to cover all topics within the allotted time hindered my ability to effectively emphasise important information and communicate with the audience.

Conclusion

The presentation evaluation provided invaluable insight into my strengths and enhancement areas. It became clear that confidence is crucial for delivering a persuasive presentation. By regulating my anxiety and tempo, I can deliver a more cohesive and engaging presentation that resonates with the audience.

Action Plan

I have developed an action plan to improve my presentation skills that prioritises practice and rehearsal. I will dedicate ample time to practice and rehearsal to balance my speaking cadence and increase my self-assurance. I think I need more practice. I will also seek feedback from peers and colleagues to gain diverse perspectives and identify areas for improvement. Visualisation techniques will help me foresee a confident and effective presentation, while deep-breathing exercises will help manage anxiety and emotions. I plan to become a more competent and assured presenter by consistently implementing these steps.

References

- ⁹ Kadir, H. and Raof, A.H.A. (2020) 'Speaking apprehension: Evidence from oral presentations in content subject classes', *International Journal of Language Education and Applied Linguistics*, pp.80-88.
- ¹⁴ Oktiani, Y.R. and Putri, E.J. (2022) 'Persuasive Strategies in Selected UNICEF Speaker's Speech', *Lingua Cultura*, 16(2), pp.215-222.
- ⁸ Shavit, P. and Moshe, A. (2019) 'The contribution of reflective thinking to the professional development of pre-service teachers', *Reflective Practice*, 20(4), pp.548-561.

Task 5: Effective Communication Skills in Health and Social Care

This task explain how effective communication is a crucial skill for health and social care professionals. It involves conveying information, ideas, and emotions clearly and empathetically (Vinson and Underman, 2020). However, the significance of effective communication in these fields must be considered. Firstly, it ensures that critical information is accurately shared among healthcare providers, patients, and their families (Dalton et al., 2020). This clear communication allows medical professionals better to understand patients' needs, symptoms, and concerns, leading to improved diagnosis and treatment plans. Secondly, effective communication contributes to a supportive and compassionate healthcare environment by building rapport and trust with patients (Malenfant et al., 2022). As a result, patients tend to be more satisfied with their care and are more likely to adhere to treatment regimens. Hence, effective communication fosters teamwork and collaboration among healthcare professionals from different domains.

Having effective communication skills is highly beneficial in the fields of health and social care. Pratt et al. (2021) observed that when healthcare professionals actively listen to their patients' experiences and show empathy, it creates a sense of comfort and emotional support for the patients. This can lead to better patient outcomes and higher levels of satisfaction. Moreover, Sameera et al. (2021) noted that clear communication helps prevent misunderstandings and misinterpretations, reducing the risk of medical errors and potential patient harm. Healthcare professionals who communicate effectively with diverse patient populations contribute to a more inclusive and fair healthcare environment. Thus, efficient communication among healthcare teams streamlines processes, reduces delays in patient care and enhances overall efficiency in healthcare settings.

Effective communication is undeniably crucial in health and social care settings. Its application in such environments can encounter various hurdles. Elzinga et al. (2020) found that healthcare professionals may need help to engage in meaningful communication due to time constraints and heavy workloads. The pressure to attend to multiple patients within limited time frames can compromise the quality of interpersonal communication. Similarly, McCaffery et al. (2020) reviewed that language barriers and varying levels of health literacy among patients can hinder effective communication. This challenge may lead to misunderstandings, non-compliance with treatment plans, and potential adverse health outcomes. However, emotional stress and anxiety experienced by patients or healthcare professionals may affect communication, leading to misinterpretations and difficulties conveying essential information (Reddy and Gupta, 2020).

Effective communication is a crucial skill that healthcare professionals must possess in health and social care environments. These factors are fundamental to ensuring high-quality healthcare provision, improving patient satisfaction, and promoting favourable healthcare results. Although there may be obstacles, healthcare organisations must emphasise providing training and support to professionals to enhance and cultivate their communication abilities. Through the active promotion of effective communication, the healthcare industry can cultivate a caring environment characterised by compassion, patient-centeredness, and efficiency.

5 References

Dalton, L., Rapa, E. and Stein, A. (2020) 'Protecting the psychological health of children through effective communication about COVID-19', *The Lancet Child & Adolescent Health*, 4(5), pp.346-347.

³ Elzinga, E., de Kruif, A.J., de Beurs, D.P., Beekman, A.T., Franx, G. and Gilissen, R. (2020) 'Engaging primary care professionals in suicide prevention: A qualitative study', *PLoS One*, 15(11), p.e0242540.

¹¹ Malenfant, S., Jaggi, P., Hayden, K.A. and Sinclair, S. (2022) 'Compassion in healthcare: an updated scoping review of the literature', *BMC Palliative Care*, 21(1), pp.1-28.

² McCaffery, K.J., Dodd, R.H., Cvejic, E., Ayre, J., Batcup, C., Isautier, J.M., Copp, T., Bonner, C., Pickles, K., Nickel, B. and Dakin, T. (2020) 'Disparities in COVID-19 related knowledge, attitudes, beliefs and behaviours by health literacy', *medRxiv*, pp.2020-06.

¹ Pratt, H., Moroney, T. and Middleton, R. (2021) 'The influence of engaging authentically on nurse–patient relationships: A scoping review', *Nursing Inquiry*, 28(2), p.e12388.

Reddy, B.V. and Gupta, A. (2020) 'Importance of effective communication during COVID-19 infodemic', *Journal Of Family Medicine And Primary Care*, 9(8), p.3793.

¹⁰ Sameera, V., Bindra, A. and Rath, G.P. (2021) 'Human errors and their prevention in healthcare', *Journal of Anaesthesiology, Clinical Pharmacology*, 37(3), p.328.

Vinson, A.H. and Underman, K., 2020. Clinical empathy as emotional labor in medical work. *Social science & medicine*, 251, p.112904.

Personal Development portfolio

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