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University of Wales
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PROFESSIONAL CAREER DEVELOPMENT

Assessment no: Task 2 – Report

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Introduction

Professional career development shows the steps required to achieve your career goals. It shows the required certifications and qualifications required to get the desired career (Indeed UK, 2020). It involves gaining the skills required through education, observation of colleagues or being mentored by individuals in the same industry. Career development is important because it aids in the identification of the skills gap and how to bridge them. I will for example identify the professional courses and skills that I need to acquire to qualify as a manager in a health club in future. I will get a mentor that is an area manager in the health clubs near my place of work teach me the practical skills required to run a set of health clubs successfully. In this report I will reflect on the role play that I had in class to assess my skills, career goals and personal development plans, the employment laws in the UK and why they are important at the workplace and also do a self-evaluation of my learning styles.

World of employment

The employment laws consist of the regulations that the employers and employees must follow to ensure a conducive working environment for the parties. Every citizen that is of age in the UK has a right to work anywhere so long as they are qualified and their legal status allows them to. An individual could be employed to work under a contract of service for the employer (UK Rules, 2020). It includes the employment rights for all the employees in the UK and includes the written statement of the terms and conditions for the job and a statement showing the employees pay and allowances, protection from unlawful deductions on their pay. It also shows the employees entitlement to paid holidays, the schedules detailing working hours, leaves or off duty days and the rights of the casual workers that are not permanently employed. The Equality Act of 2010 protects employees from discrimination and bias at the workplace (UK Government, 2020). It prohibits organisations from discriminating against a person at an organisation based on either gender, race or social background. The data protection law also prohibits use of personal information for personal use. It provides that the individual has the right to privacy of their personal data and that organizations must only use it in confidentiality with access only by the authorised personnel (UK Government, 2020). The employee also has the right to fair treatment and hearing in case of disputes with the employer at the tribunal and should also be given a written explanation on the reasons for dismissal in the instance that the employer ceases employment. Every employee should feel safe at their place of work. This right is captured in the Health and Safety Act that places a duty of care on employers to ensure

that there is maximum responsibility for health and safety of the employees. The employer should for instance provide and maintain safety at work for all the employees, provide adequate health and safety training for the staff at the organization, ensure maintenance and safe handling of the equipment and have adequate provision of welfare for the staff (Legislation UK, 2020).

Self-evaluation

The Visual Auditory Kinaesthetic (VAK) learning style model provides an explanation on the different learning styles that an individual can use in his reading. It uses three sensory receivers: the visual, auditory and kinaesthetic styles (Yuliani et al, 2019). I have discovered that the learning style that I have is the Kinaesthetic. This involves having a hands-on attitude that will involve trying out things practically through the use of touching, feeling and holding. This was demonstrated by the choice of activities that involve having a practical experience (Mostly Cs) like imagining the taste of a particular food, trying out a new outfit instead of imagining how I will look into it and also trying out how something works without reference to a manual.

Through the Swot Analysis I was able to discover my strengths and weaknesses. It is important to discover the things I am good at that could give me an edge over other competitors during a job search for my dream career. It is also important to analyse my weaknesses to learn on the areas that need improvement to develop my career.

Personal Strengths and weakness

Strengths	Weaknesses
• I can work under pressure and meet tight deadlines. • I have excellent communication, interpersonal and presentation skills. • I have managerial capacities. • I have good attention to detail and can manage workload. • I am willing to learn and adapt to the organizational requirements. • I am proactive and remain calm under pressure. • I have IT, MS Office systems and can handle social media excellently.	• I do not have the required academic qualification to be an area manager. • Lack of Knowledge in data analysis • Critical thinking ability

Self-evaluation through reflection (Role-play)

Learning is a continuous process that allows one to grow. Reflection is an important process that enables one to analyse the situation and learn the good and the bad from it and how to perform better at the task. During task one I carried out the role play with Abdul Khan. To reflect on the process, I will use the six step Gibbs style.

Description.

I had the role play task with Abdul Khan. We took turns to play the interviewer and the interviewee to learn on the interview process, the questions to ask, the skills required for the positions that we want to pursue in future and how to bridge the skills gap. Abdul interviewed me on the position for assistant manager at a health club. I used no particular style of role play but used my past experience to show the qualifications that I have for the job. I used my previous working experience as a membership sales manager, general manager at a previous store and my current position to show the skills and experience I have gained over the years. I interviewed Abdul for the position of a delivery manager at the family court in the Ministry of Justice.

Feelings

I was anxious but excited before the role play started because I wanted to know the skills, qualification and the experience required to get a job as a health club manager since this is the career that I have desired to be in for a long time. I was confident as I was being interviewed for the position because I knew that I have the required working experience even though I don't have the necessary qualifications. After we had interviewed each other the lecturer gave us feedback on how we had performed (Attached on Appendix). I am now more confident because I was informed on the areas that I need to improve on and the areas that I was good at like good communication skills and can therefore confidently attend an interview in future.

Evaluation

During the process of the role play everything went on as planned though there was had a hitch getting used to asking the questions to my class partner. I was able to answer the questions pertaining to my capabilities as a future health care manager and the minimum qualifications that I must have. I took advantage of being the interviewee to learn on my strengths and the areas that I need to improve on. There was a challenge of answering all the required questions due to time constraint and the lack of experience since none of us had prior experience in being an interviewer.

Analysis

Role play is an important tool that can be used in learning (Hughes, 2017). It is important that an individual acquires all the required skills to achieve his desired career. Through the role play I was able to know the skills that I must have and the qualifications that I should add to my resume to qualify for the job. Based on my previous working experience I can work effectively with people since I have worked not only at the managerial positions but also at the level where I dealt with customers directly when I was the membership sales manager. I will be able to use the communication, interpersonal and organisational skills to run a health club. To be a manager in a health club I will be required to have a high school diploma, a degree in Business administration, a certification in fitness and in-fitness administration, a certification in fitness and work experience of between 3_5 years. Through the role play I was able to know that I will require to pursue a degree in Business Administration with a minor in fitness, work at the gym studio for two more years to get the required work experience to be a certified health club manager (Indeed UK, 2020). The certifications that I already have in fitness instructing, personal training and sports massage will help me be a better manager as I have the required hands-on experience.

Conclusion.

Through the role play I was able to use the knowledge gained at the classroom to use in real world situations like in this case interviewing as an assistant general manager at a health club. Role play enables learners to be creative in the solutions that they offer in the out of classroom situations. I was able to use the communication skills learnt to interview my partner and also present the skills and experience that I felt that I have to qualify for the said job. The role play has developed skills in me that I will use in my future employment like interviewing skills, what I am good at and also the areas that I will need to improve on. During the role play I discovered that I can use the good communication skills that I have in future when I run a health club facility. From the feedback I was able to learn that I have poor listening skills something that I have to work on to effectively run a health club. I will be more confident and able to improve on time management skills in my job search for my future job opportunities.

Action plan

To improve on time management skills, I will be more organized through careful analysis of the tasks at hand to know the ones that should be prioritised. I will also need to practice more on the role as an interviewee to improve on my listening skills and to be better prepared when I go for real life interviews for my dream career as a health club manager. I will in the next six

months join a university to pursue my Bachelor's degree in Business Administration with a minor in fitness and also continue working at the gym studio to increase my work experience in a fitness facility.

Career goals

To achieve my dream career, I have set short term, midterm and long-term goals. I have been working in the fitness career for the last four years in different capacities as a membership sales manager, assistant general manager and the current position I hold as a general manager at the gymnastics studio. My short-term goals are to become an assistant manager in a health club in the next 3-6 months. I have set to achieve this through numerous applications for the position. For my mid-term goals I want to become a general manager in a health club. This will take about two years to achieve because I will be required to have at least five years working experience in the fitness industry. For my long-term goals (in 3 years), I want to be an area manager of multiple health clubs in the UK and this is my ultimate career goal.

Personal development plan

NAME: Fiona Tesfazghi

Student NUMBER: 1914615

COVERING THE

TO: 2022

PERIOD FROM: 2021

What do I want/need to learn?	What will I do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target dates for review and completion
A degree	Pursue final 2 years of my Bachelor's degree in Leadership and management	Student finance Support from my family Moral support from my employer	Awarding of the degree certificate from UWTSD	2022
Certification in fitness	Pursue certification courses	Tuition fees Moral support from my employer	Certification certificates	2021
Working experience	Work with current employer for two more years	Monthly performance Support from my employer	Letter of recommendation from my employer	2022

Conclusion

It is important to have a career development goal to analyse the actionable steps required to achieve the career of choice. Career development refers to the necessary skills and knowledge required for a particular job. It is therefore important to acquire the skills needed either through advancement in education, paid internships or through adding work experience to gain practical skills required for the job. Self-reflection is also important as it shows the lessons learnt and the improvements that are required to ensure better results the next time. Through the use of swot analysis to learn on personal strengths and weaknesses an individual can turn the weaknesses to strengths to ensure that he is qualified for the job roles advertised.

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Appendices

Appendix 1

VAK Learning Styles Self-Assessment Questionnaire

1. When I operate new equipment I generally:
 - a. read the instructions first
 - b. listen to an explanation from someone who has used it before
 - c. go ahead and have a go, I can figure it out as I use it

2. When I need directions for travelling I usually:
 - a. look at a map
 - b. ask for spoken directions
 - c. follow my nose and maybe use a compass

3. When I cook a new dish, I like to:
 - a. follow a written recipe
 - b. call a friend for an explanation
 - c. follow my instincts, testing as I cook

4. If I am teaching someone something new, I tend to:
 - a. write instructions down for them
 - b. give them a verbal explanation
 - c. demonstrate first and then let them have a go

5. I tend to say:
 - a. watch how I do it
 - b. listen to me explain
 - c. you have a go

6. During my free time I most enjoy:
 - a. going to museums and galleries
 - b. listening to music and talking to my friends
 - c. playing sport or doing DIY

7. When I go shopping for clothes, I tend to:
 - a. imagine what they would look like on
 - b. discuss them with the shop staff
 - c. try them on and test them out

8. When I am choosing a holiday I usually:

- a. read lots of brochures
- b. listen to recommendations from friends
- c. imagine what it would be like to be there

9. If I was buying a new car, I would:

- a. read reviews in newspapers and magazines
- b. discuss what I need with my friends
- c. test-drive lots of different types

10. When I am learning a new skill, I am most comfortable:

- a. watching what the teacher is doing
- b. talking through with the teacher exactly what I'm supposed to do
- c. giving it a try myself and work it out as I go

11. If I am choosing food off a menu, I tend to:

- a. imagine what the food will look like
- b. talk through the options in my head or with my partner
- c. imagine what the food will taste like

12. When I listen to a band, I can't help:

- a. watching the band members and other people in the audience
- b. listening to the lyrics and the beats
- c. moving in time with the music

13. When I concentrate, I most often:

- a. focus on the words or the pictures in front of me
- b. discuss the problem and the possible solutions in my head
- c. move around a lot, fiddle with pens and pencils and touch things

14. I choose household furnishings because I like:

- a. their colours and how they look
- b. the descriptions the sales-people give me
- c. their textures and what it feels like to touch them

15. My first memory is of:

- a. looking at something
- b. being spoken to
- c. doing something

16. When I am anxious, I:

- a. visualise the worst-case scenarios
- b. talk over in my head what worries me most
- c. can't sit still, fiddle and move around constantly

17. I feel especially connected to other people because of:

- a. how they look
- b. what they say to me
- c. how they make me feel

18. When I have to revise for an exam, I generally:

- a. write lots of revision notes and diagrams
- b. talk over my notes, alone or with other people
- c. imagine making the movement or creating the formula

19. If I am explaining to someone I tend to:

- a. show them what I mean
- b. explain to them in different ways until they understand
- c. encourage them to try and talk them through my idea as they do it

20. I really love:

- a. watching films, photography, looking at art or people watching
- b. listening to music, the radio or talking to friends
- c. taking part in sporting activities, eating fine foods and wines or dancing

21. Most of my free time is spent:

- a. watching television
- b. talking to friends
- c. doing physical activity or making things

22. When I first contact a new person, I usually:

- a. arrange a face to face meeting
- b. talk to them on the telephone
- c. try to get together whilst doing something else, such as an activity or a meal

23. I first notice how people:

- a. look and dress
- b. sound and speak
- c. stand and move

24. If I am angry, I tend to:

- a. keep replaying in my mind what it is that has upset me
- b. raise my voice and tell people how I feel
- c. stamp about, slam doors and physically demonstrate my anger

25. I find it easiest to remember:

- a. faces
- b. names
- c. things I have done

26. I think that you can tell if someone is lying if:

- a. they avoid looking at you
- b. their voices changes
- c. they give me funny vibes

27. When I meet an old friend:

- a. I say "it's great to see you!"
- b. I say "it's great to hear from you!"
- c. I give them a hug or a handshake

28. I remember things best by:

- a. writing notes or keeping printed details
- b. saying them aloud or repeating words and key points in my head
- c. doing and practising the activity or imagining it being done

29. If I have to complain about faulty goods, I am most comfortable:

- a. writing a letter
- b. complaining over the phone
- c. taking the item back to the store or posting it to head office

30. I tend to say:

- a. I see what you mean
- b. I hear what you are saying
- c. I know how you feel

Now add up how many A's, B's and C's you selected.

A's =4

B's = 1

C's =25

If you chose mostly A's you have a **VISUAL** learning style.

If you chose mostly B's you have an **AUDITORY** learning style.

If you chose mostly C's you have a **KINAESTHETIC** learning style.

Appendix 2

Interviewer:	Abdul	Date of interview:	5/12/2020
Candidate Name:	Liona	Position:	Assistant - Gen Mgr
Interview evaluation forms are to be completed by the interviewer to rank the candidate's overall qualifications for the position for which they have applied. Under each heading, the interviewer should give the candidate a numerical rating and write specific job-related comments in the space provided. The numerical rating system is based on the scale below.			
Scale:	5 – Exceptional	4 – Above Average	3 – Average
	2 – Satisfactory	1 – Unsatisfactory	
Very well prepared		Rating	
		5	4
		3	2
		1	
Educational Background – Does the candidate have the appropriate educational qualifications or training for this position?		☐	☒
Prior Work Experience – Has the candidate acquired similar skills or qualifications through past work experiences? YES - gained current position including finances		☐	☒
Technical Qualifications/Experience – Does the candidate have the technical skills necessary for this position? Has qualifications - explained them / first Aid		☐	☒
Verbal Communication – How were the candidate's communication skills during the interview? excellent - explained scenarios well		☒	☐
Candidate Interest – How much interest did the candidate show in the position and the organization? gave good reasons for applying for the position asked about TTD opportunities		☐	☒
Knowledge of Organization – Did the candidate research the organization prior to the interview? YES - had some knowledge of company		☐	☒
Teambuilding/Interpersonal Skills – Did the candidate demonstrate, through their answers, good teambuilding/interpersonal skills? YES		☒	☐
Initiative – Did the candidate demonstrate, through their answers, a high degree of initiative? discussed different mgmt styles - need to adapt to position		☐	☒
Time Management – Did the candidate demonstrate, through their answers, good time management skills? arranged new class timetables / negotiated skills		☒	☐
Customer Service – Did the candidate demonstrate, through their answers, a high level of customer service skills/abilities? answers demonstrated / learn from customer - structured responses - listen from customer		☐	☒
Additional Comments			
Interviewer FEEDBACK			
established rapport / good introduction / outlined position			
Positive body language - encouraging comments - probed some responses - outcomes!			
open questions 'how' 'explain' 'what'			
Closed interview with - explained next steps			