

Write a report containing a personal reflection on the role play and your career development planning, applying an appropriate reflective cycle such as Kolb or Gibbs. Your report must demonstrate an understanding of the skills and knowledge which contribute toward working effectively, your readiness for employment, an understanding of personal strengths and areas for further development, as well as establishing your employment goals and develop a personal action plan/development plan. The personal reflection on the role play done in class needs to be incorporated into Task 2 under 'Recruitment and Selection's heading where you are expected to allocate about 500 words for this section within the report.

Professional Career Development (BMSW4005)

"My professional development plan and reflection"

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Academic year: 2020/2021

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Introduction

Since I arrived in this country, three years ago, I always wanted to study because during all my life I had always desired to achieve my goals and realise myself and be proud of myself and let my family be proud of me.

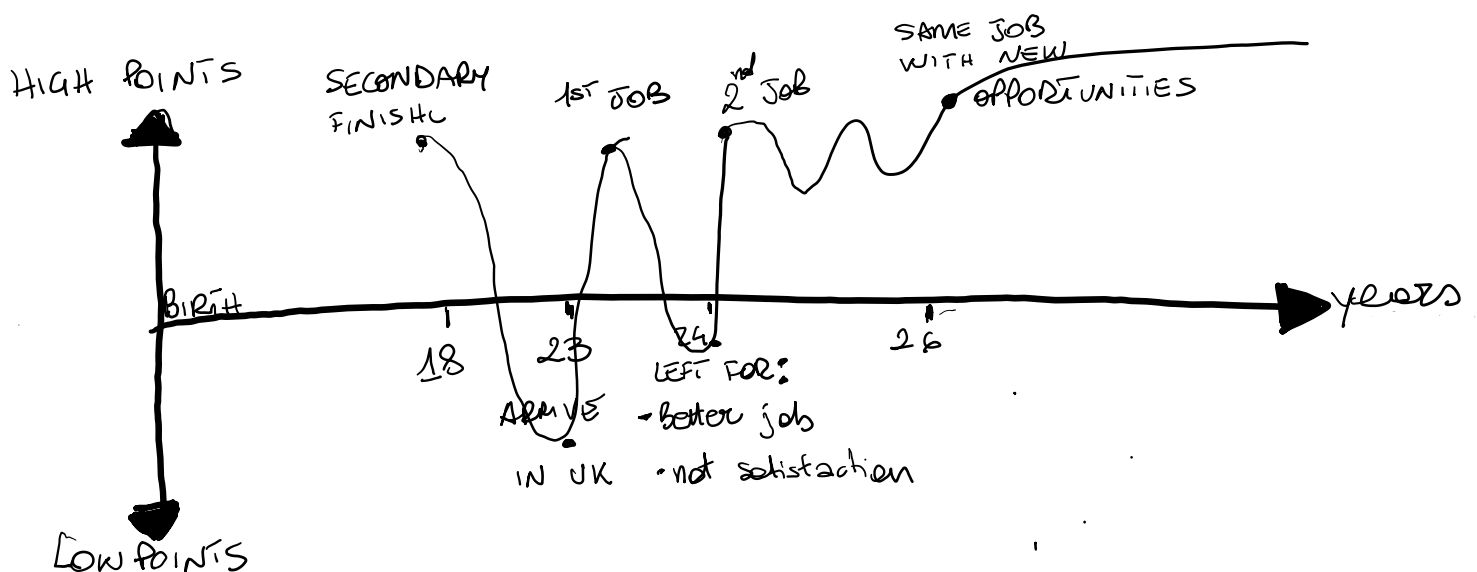
I chose to study as well because I would like to get a better job with different income and because I always like to learn something new.

I decided, especially this course, because I am currently work in hospitality and I think is very important how to be a good manager in the future and how to deal with my team and how to develop myself always in better.

I followed this course with very interest and even this module gave me a lot of knowledge that for sure it will help me in a lot of cases, like recruit new people or looking for a new job.

In the beginning of the module our teacher asked us to make a lifeline and start from there.

This is my one



During these weeks I went through a path that I will explain better in the conclusion.

Recruitment and selection

As we will see on the reflection on the role play, the qualities required from the employers are specific and the most important are trust, loyalty, good communication, team working, flexibility, time management skill and problem-solving skill.

The process for the recruitment should be efficient, effective, and right.

What does this mean?

Efficient: the cost should be use in methods and sources. The process is smooth when the vacant role is defined so the whoever apply has clear what the company is looking for.

Effective: when the company open the vacancy with a clear description is on the same time faster and easier find the right candidates; it's important this process because the company will have enough candidates without having excess and this dives the opportunity to the company to focus to the right candidates and spend for them the right time.

There are in this area two very important types of acts:

The equality act (2010) and the rehabilitation of offenders act (1974). These acts protect people from discrimination, which are 9 types, and give the opportunity to rehabilitate people after having committed minors offences, with some exceptions.

I mentioned already some parts that is include on the selection and one of these is the method to select the candidates.

The 97% of the companies are still doing interviews and is important, and mostly required, to keep with them a portfolio or curriculum vitae which can show the qualifications and experiences; another part of the selection is the possibility to give reference to the potential employer.

Some tips I learned from this module are so important to have more chance to get the job and are:

Don't be late, don't lie and when the candidate is applying is good to reply with same key word the company or agency, in case of external recruitment, used.

Reflection on the role play

The role play we had in this module gave me a lot of new feedback to apply for my professional life and what employers and employee want from the other.

The employers are looking and want for the good qualities. They want firstly honesty and loyalty as they need to trust the employees, from the simple team members to managers. After that, they need punctuality (for the shift and for the task assigned), positivity, flexibility as these qualities can be a plus for them to let you give the opportunity to grow up in the same company. Another quality the employers are looking for is teamwork, as the employers know that without this quality is very rare to achieve the goals they propose for short and long term.

From the other side the employees want from their employers is in somehow the same from what the employers want from the employees. For example, the employees want loyalty, trust, opportunity to grow up and most important they want appreciation from their bosses. As employee, I think that I have some of these qualities, but I still need to work on it and in more. For example, I think I have good organisation and problem solving and my boss and team trust me, and they follow what I asked them to do or don't do.

One skill I still need to work is the communication because as human being sometimes I am not in the good mood, and this affect my job but at the end I try always to separate my personal like with my workplace.

I realised this new requirement when with my partner we were talking about our skills and when I needed to do my application form. This helped me a lot as I know about what I still need to improve and what I need to add on my skills.

I learned as well how to approach when we have the interview for the job, such the gesture, smiling, how to be ready searching the history of the company and know something about the company you are applying for.

It's very important the first impression of the candidate in front of the interview. It's good to arrive at least 10-15 minutes before to the interview; is a good mark as well knows already the name of the interviewer, so this shows that the candidates did some research about the company and the recruiter; it's also good to have a copy of the portfolio or curriculum vitae in case you need to explain or check something in front of the recruiter.

These are some tips that for an interview can makes the difference and one I got from my role play is smile, try to make feel the candidate comfortable and relax.

In conclusion I can say that this role play helped me a lot, so in case, in the future I will feel a bit more ready, and I know what to do to try to get the job of my dream.

Self-motivation

The self-motivation is “the ability to drive ourselves to take initiative and action to achieve goals and complete tasks”. This means that a person when want to achieve a goal has to motivate him/herself to complete that goal; the secret for the person then is the motivation. When the person is motivated, he can achieve any goal the person wants to reach.

For example, I am trying to motivate myself to keep studying because I want to grow up personally and at work.

A lot of times I felt to give up, because working and studying full time is not very easy but I take the energy to continue imagining myself with a certificate and then a degree and this makes me feel proud of myself.

At work instead I motivate myself because when my shift is going well and my team is happy in somehow, I feel is because as well of me, of my organisation and problem-solving skills and this gives me the power to carry on in what I do.

Learning style

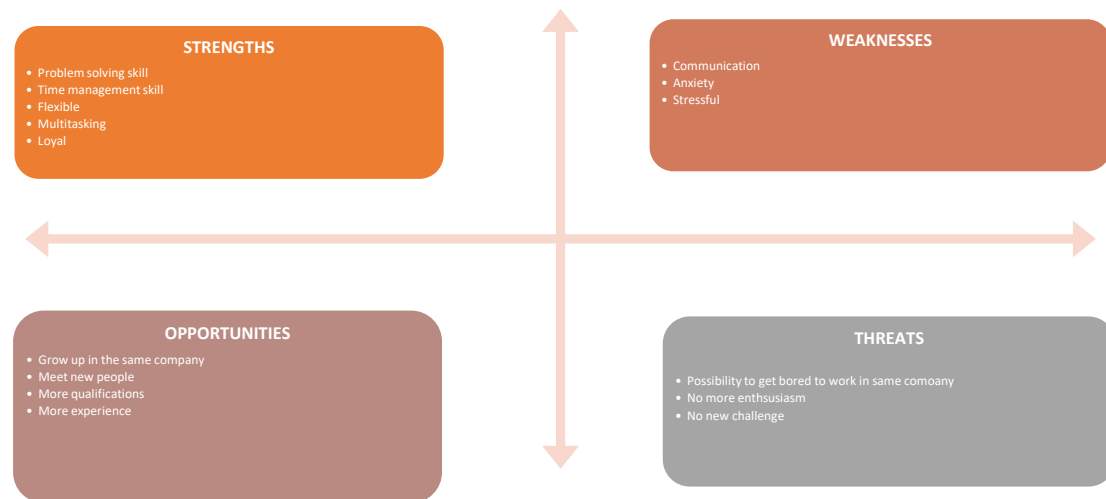
During this module we have a looked of 3 models of learning style and what was very interesting for me was VAK.

VAK is an acronym of Visual, Auditory, Kinaesthetic.

- Visual: when the people are learning faster seeing the things how they should be. For the people has this type of learning style is faster learning watching.
- Auditory: when the people are learning faster when he listens how to do the things. For these people is easier learn listening.
- Kinaesthetic: when the people are learning faster doing or watching how the things should to be. For these people is easier learn doing.

Through a quiz I discovered that my learning style is Visual, and I found this very accurate as I am learning seeing when the people show me how to do things or tasks.

Swot analysis



After during the lesson we did the role play and the teacher gave us the feedback, I did a SWOT analysis about myself in my workplace and I got the opportunity to reflect about which qualities I have, what I need to improve and the opportunities and threats I could have during my time at work.

Smart goals

After analysing my swot analysis has arrived moment to brief myself and think about what I did, what I am doing and what I will do. I decided to set up, through the smart goal analysis, my plan for the future.

First of all, my objective is to become General manager in my company and realising on the same time myself graduating with a degree. I am planning to achieve this goal with having more experience, through this courses that I am having and challenging myself at work doing new tasks so I can have the opportunity to learn as much I can. I am planning to achieve these two goals in maximum two years.

PERSONAL DEVELOPMENT PLAN

NAME	Lizbet Halison	Target Job/career	General manager
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TIME PERIOD	From: January 2022	To: January 2024
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What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals: (unemployment, illness)	How long should it take
-good communication	Improve myself to be more patient.	Work with team and gets feedback from them	Change job	6 months
-complete task	Keep studying	Going to university and keep growing up at work	Leave the university and change job	2 years
-degree	studying	Going to university	No more financial support	2 years
-				

Conclusion

This module was very a good challenge for me and gave me the opportunity to work on myself and establish some goals that I would like to achieve on my future. I never did this type of work so deeply and probably without this course I wouldn't have done never. I understood as well, in case, I want to look for another job how to prepare myself to get maybe the job of my dream.

I applied for this reflection the Gibb's model.

I wrote down first of all my last experience, what I knew before;

I was thinking about what I knew, what I need to improve and what I need to do achieve my goals:

I plan through my personal development plan

I have now a plan to follow to try achieving what I planned.

I think this module is very helpful to set up your work life and to understand more yourself which is good to know to accept yourself and the little shades of you.

Thanks for the attention.

References

- https://www.mindtools.com/pages/article/newLDR_57.htm (last visit 19/12/21)
- <https://soulsalt.com/selfmotivation/#:~:text=Self%20motivation%20is%20the%20ability,because%20someone%20told%20you%20to> (last visit 03/01/22)
- <https://www.thomas.co/resources/type/hr-guides/guide-effective-recruitment> (last visit 05/01/22)
- <https://www.leisurejobs.com/article/the-definitive-guide-how-to-become-a-general-manager#:~:text=Key%20general%20manager%20qualifications,-Do%20you%20have&text=At%20a%20minimum%2C%20general%20manager,s,be%20managing%20a%20larger%20team>. (last visit 29.12.2021)
- <https://www.legislation.gov.uk/ukpga/1974/53> (last visit 07.01.22)
- <https://www.legislation.gov.uk/ukpga/2010/15/contents> (last visit 07.01.22)

Appendix 2

My application form.

Job application form

Application for General manager (hospitality) -

Your details

Name: Lizbet Halison Munteanu Gamboa

Education and training

Please give details:

GCSE · (2008- 2014) in Italy;
Skills for the workplace 2021- currently studying

Qualifications

Please give details:

Employment history

Name of employer: Pret a manger

Job title: Leader/ Assistant manager

Length of time with employer: 3+

Reason for leaving currently working

Duties:

My duties as assistant manager is dealing with problems with customers and staff and find the best solution for that type of problem.
As part of my job, I take care about ordering and monthly stock take and check the progress of the sales of my shop and take action to get more productivity.
Other duties I have in my store is delegate task to my team and make sure the follow the standards.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

No previous employers.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I have applied for this job role because I think I might be the right person for this position as I already had some training for that. I know the company for what I have applied, and I had the opportunity to understand their expectation from the General manager.

I am confident about my success for this role, and I will do my best to achieve this goal.

Below there are some of my skills, useful for this position.

- Ability to work under pressure
- Ability to use own initiative and work independently
- Teamwork
- Proactive towards solving problems
- Good organisation
- Confidence and able to show standard and expectation
- Customer service
- Positive attitude
- Time management.

Right to work in the UK

Do you need a work permit to work in the UK? Yes

References

Carolyn Smith 0796453845

Steven Abigail 0776542679

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Lizbet Halison Munteanu Gamboa

Signature: 

Date: 17/11/2021

Appendix 1

Questions for the role play.

Nr. 1

Tell me about yourself.

Nr. 2

I saw in your application form that you mentioned time management skills. Can you talk about this skill and how did you use it?

Nr. 3

Why do you want work here? What can you give to this company?

Nr. 4

Another skill that you have in your application form is problem solving. Can you explain how did you apply in your previous workplace?

Nr. 5

How do you see yourself in 5 years time?