

Applied Leadership and Management in the Workplace

Module Assignment Submission

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Section 1: Know how to identify development needs

1.1 Identify learning styles for self and another

The best way to describe learning styles for myself would be visual and written.

I feel like this allows me to have a better understanding to expand my learning skills.

I find when I have written work in front of me I tend to take a lot more information.

I also find it a lot easier to make notes for myself to look back on and analyse.

Which for me would then fall under the written side of things.

Also from the module Honey and Mumford learning styles I scored the highest on reflector and pragmatist.

I find these facts correct about me being a reflector, In the aspects that I like to observe. A lot of the time I tend to stand back and take all the information in from all different angles and then put all the information into action.

I tend to also listen to other peoples discussions and observations before making a solid decision.

The other learning style I scored high on was a pragmatist. I also find these facts are correct as I love trying out new ideas, theories and techniques and putting them into practice.

It stated in the module Honey and Mumford that pragmatists are the sorts of people who return from management courses brimming with new ideas that they want to try out in practice.

I would agree with this paragraph in Honey and Mumford as whenever I go on extra or advanced courses with work I always come away beaming with

new ideas and added extras to expand my business.

Jason scored highest on being a reflector. He also feels that this is correct as his strong points are listening and observing. Sometimes he likes to take a step back and observe his surroundings and take everything in and then take action. This also falls under the category of visual learners like watching a film or a video.

While doing some research on google i found that 65% of our population are actually visual learners. You can see that it also states that you will work better when you can write the information down.

Visual learners are the most common type of learner, making up 65% of our population. Visual learners relate best to written information, notes, diagrams, and pictures. You do not work well with someone just telling you information. You work better when you can write the information down. The reasons behind this for myself would be that I much prefer to see pictures and diagrams.

1.2 Use a simple technique for identifying development needs for self & another

SWOT Person 1	
STRENGTHS <i>My strengths would be that I tend to set my goals high. I have good communication skills, I can accept criticism along with appraisal. I have good listening skills.</i>	WEAKNESSES My weaknesses would be that I can sometimes doubt myself before even trying. I can sometimes lack confidence if I'm starting something new that I have not done before. I also suffer from PTSD and anxiety.
OPPORTUNITIES Expand my business eventually. Work less hours but have the opportunity to earn more money.	THREATS Childcare

	Children becoming ill which would result in me having time off work and less time for assignments. Work commitments such as running behind with clients less time for assignments and uni classes. mental health
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SWOT Person 2	
STRENGTHS Good communication skills Support from partner Support from tutor Enthusiastic Support from students	WEAKNESSES ADHD Procrastination Time Management Organisation Jason feels that his main weakness would be working solo as he tends to give up a lot without the support of other team mates.
OPPORTUNITIES	THREATS ADHD

Jason feels that an opportunity would be a promotion in work for a higher paid job and better work prospects.	Interruption of spare time
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Gap Analysis person 1

Gap Analysis person 2

1.3 Identify potential barriers to learning for self and another.

Identifying barriers for myself would be if I had a lack of background knowledge to what I was learning this would set my confidence back and determine if I was capable of carrying out any work or learning to the best of my standards.

Another barrier I feel would be commitments such as work commitments along with being a full time mother.

From my swot analysis one of my potential barriers would also be PTSD. This can sometimes get in the way of my day to day tasks and also affect my concentration.

From discussions with Jason and from his swot analysis we have identified that one of his potential barriers is poor time management which could affect either current or future jobs and his current study within uni.

I feel that this would affect current or future jobs for Jason as a lot of companies and employers would not tolerate poor time keeping.

Another one that I identified for Jason would be low frustration and trouble coping with stress.

This would highly affect most jobs and maybe be a massive downfall for Jason because a lot of companies and employees want people to work well under pressure.

1.4 Explain how these barriers to learning can be overcome.

These barriers could be easily overcome by throwing myself into the deep end and being more confident with my work ability even if i did not have background knowledge i would be more confident with my work ability and learning skill.

I also work full time and run a beauty business myself in a small shop called envy. And I am a single mother of two. I would overcome this barrier by giving myself the correct amount of time each evening to complete assignments and be up to date with all my university work. Setting goals to complete and overcome these barriers. Arranging childcare in advance and having a back up plan if all else fails.

Jason said that he would make more time for learning,he feels that he would also decline overtime in work so he would have more time for university work,himself and his assignments.

Jason also suffers with diagnosed ADHD. He accepts that this is part of him but recognizes that he will have to take some breaks in between classes which he will take up with the tutor and address these issues.

Section 2: Know how to develop self & others to achieve organisational objectives

The first steps I would take to know how to develop for myself would be to believe in myself as sometimes I can lack self confidence and this can sometimes set me back massively on times this can massively affect work goals along with work load.

I do work very well under pressure. This sometimes will allow me to work harder towards goals, complete tasks more better and efficiently. If I have a better understanding of myself this tends to allow me to have a better understanding of others which if i'm working within a team I will work better towards goals which will then allow me to slowly climb the ladder to success.

2.1 Analyse learning/development options to meet needs of self & another.

I would analyse learning and development needs for myself by observing my work over time checking they meet the work standards for myself or an employer.

If I was employed through a business I would ask for feedback from work colleagues and employers.

I would also receive feedback from university and assignments, And ask my tutor for advice and help to further my learning development for higher pass marks and better knowledge for future assignments.

I would set higher goals for myself and make sure these goals are met. I would have to be very accepting of feedback good and bad to further my career and learn from my mistakes.

These are the top 10 examples of areas of development for employees. taken from the Indeed website.

- Goal-setting
- Communication
- Collaboration

- Listening
- Conflict resolution
- Adaptability
- Organisation
- Accepting constructive feedback
- Integrity
- Productivity

Jason would analyse his learning and development by Improving time management, avoid procrastinating, He feels he is already enthusiastic and that he could learn to improve his academic ability.

He also feels that he needs to reference correctly, and improve his organisational skills. He has stated that his ADHD will affect his learning at times but with the correct support this should avoid any disruption.

2.2 Identify support mechanisms for the development of self & another

I would identify support mechanisms for myself by doing checklists, I would be able to look over this and keep notes on what I have done and achieved and also keep notes on what I haven't achieved and what I need to work more on in the future.

There would be a number of other support mechanisms such as family and friends, Also attending all university classes to keep on top of assignments to better my career in the future.

I would set myself achievable goals to make sure I meet my working needs in present and future work goals.

Jason feels like he has a lot of support from his family which strive to see him succeed and achieve his goals.

He can also talk with friends who attend the same university class for ideas and help. He is also part of the university whatsapp group where any help can be accessed.

He has also confirmed that he will be in use of the student library if needed and moodle is also available if he is stuck academically.

2.3 Prepare development plans for yourself and another person

Person 1

What do I want to learn?	What do I have to do?	What support and resources will I need?	How will I measure success?	Target Date for Review
HNC Applied Leadership and Management skills for the workplace.	Attend university complete assignments. Do more courses for more knowledge.	university, Friends and family. Courses. Researching	feedback scores on assignments	Every month and after every assignment.
Teaching	Attend more courses. Complete a teaching course within the beauty industry.	Visual more videos, more exams. One to one lessons with a beauty professional.	Pass rates. Feedback from other beauty professionals including feedback from clients.	6 months.
Better business management skills.	Study. Courses.	Feedback.	More clients. Bigger business.	12 months.

			Employ more people.	
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Personal Objectives

Short Term Goals (next 12 months)
In the next 12 months I would like to expand my hours at work. With having two small children I can find it hard sometimes to work the hours I would prefer. I would like to do more courses within the beauty industry as there are always new treatments coming out so i can offer the best products and services to my customers.
Medium Term Goals (2-3 years)
In the next 2-3 years I would eventually like to get a bigger shop and employ other people to offer different services to my customers. and massively expand the envy business to bigger and better things.
Long Term Goals (3-5 years)
In the next 3 -5 years I would like to have another shop. I would have then completed my uni course which would have given me more knowledge and a better understanding as a business owner. I would then like to be working less hours.

Person 2

What do I want to learn?	What do I have to do?	What support and resources will I need?	How will I measure success?	Target Date for Review
HNC Applied Leadership and Management skills for the workplace.	Attend university.	Tutor, Students, Partner, research online, Laptop.	Assignment results and feedback.	3 monthly ongoing

Team leader responsibilities.	Speak to my manager about progression and shadowing.	Manager support.	Training/shadowing	6 months
Transport Manager responsibilities.	Speak to my manager, Source training courses and costs.	Manager support.	training/shadowing	6 months

Personal Objectives

Short Term Goals (next 12 months)
Complete HND in Applied Leadership and Management in skills for Workplace Learn Team Leader duties and responsibilities.
Medium Term Goals (2-3 years)
Complete HND in Applied Leadership and Management in skills for Workplace. Gain promotion in work.
Long Term Goals (3-5 years)
Achieve BA in Applied Leadership and Management in Skills for the Workplace. Desired job role.

2.4 Method used to monitor the development of self & another.

My main method for myself would be to be honest with myself, I would properly question myself if I had done enough and was it done to the best of my ability. If not, could I have done better to reach higher standards for the development of myself.

I would question myself: Could I have done something different? I would monitor this over time to succeed better and reach a higher development to my work and bussiness.

I would set myself goals on a monthly time frame to make sure I am meeting my needs. If I find that these needs are not being met I would have to take action to resolve the issue to ensure this won't happen again in the future and affect my development.

I would also make sure that my goals are realisitc because I feel this is a small step towards becoming bigger and better.

I would also take notes on achievements and tasks.

Jason would look and access his grades and his written work, he will also take on the feedback from his assignments and how high he scored on each assignment this would then indicate what he needs to work towards in the future for higher grades and pass marks.

Jason would also speak to his tutor for any further advice and direction.

Here are some examples of self monitoring used.

- Lists of appropriate actions or behaviours
- Simple strategies to impact self-control
- Visual cues
- Verbal cues
- Reminder notes
- Goal setting

- Journaling in a notebook or a tool such as the **Impulse Control Journal**
- Coaching
- Role-playing practice
- **Self-talk**
- Modelling from peers

This information was taken from

<https://www.theotttoolbox.com/self-monitoring-strategies-for-kids/>

References

Appendix A Curriculum Vitae

Mallori Bray.

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I am a confident individual who is very passionate and I take great pride in my work. I am a very compassionate, reliable, punctual, responsible and empathetic individual. I take my work and job role to very high standards.

Essentials

I have a full driving licence, I have experience with running my own business and have done for the past 4 years. I also have really good communication skills and work very well under pressure solo or within a team with experience of managing services and teams.

I have experience of working across departments and with partner organisations.

Academic Qualifications

level 1,2,3 beauty therapist

Skills

- good communication skills
- Able to work in a busy and pressurised environment

- Able to listen and respond to people in a empathetic and accepting way
- Excellent customer service skills, negotiation, and problem-solving skills
- Able to meet deadlines and targets.
- Administration, highly organised and motivated

Envy beauty and aesthetics 2019-current

I am currently a business owner at envy beauty and aesthetics. I have been running the business for 4 years. My role within this job is carrying out treatments on clients. Producing good customer service skills. And doing beauty treatments on clients to very high standards.

Cwmavon barbers 2013-2015 (manager)

I attended Cwmavon barbers in 2013 when a manager's position was offered to me while still working at my previous job.

This job role entailed being in charge of other employees, Providing rotas for employees, High customer service skills, Team building, Leadership roles and the ability to deal with changes fast and efficiently.

I attended this job role for 2 years. The owner of the company decided to close down this business due to family commitments.

virgin media 2000-2013

I attended virgin media for 3 years. My job role in this company was customer service. This would entail good customer service skills and taking inbound calls from virgin media customers who would need help or advice with their services.

cutting corner 2016-2000

I attended the cutting corner in Llansamlet in 2016. I was employed as a senior stylist both in mens and womens hair. My job role entailed greeting customers

With high and advanced customer service skills, Offering haircuts colours and other services to both men and women. For this job role I had to provide good customer service skills, High standards of work. I would have to work well under pressure due to the high work overload within the busy salon.

References are available on request.

Appendix B Continuous Professional Development Record

CPD

<https://www.indeed.com/career-advice/career-development/key-areas-of-development-for-employees>