



Certificate of Higher Education Employability Skills

Module: Professional Career Development

Module code: BMSW4012

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Part 1: Individual Reflection

Professional skill development is important not only to enhance academic grades, but also professional realm. Employability skills of an individual increases with improvement in professional career skills. I have been able to enhance my professional career skills and knowledge by regularly attending lectures and participating in various practical courses. The professional career development lectures have been very useful for me, as it allowed me to experience the needs and demands of the practical world. It also concentrated my focus on self – career programme that I need to restructure in order to match with the job industry (Zacher et al., 2019). I am discussing below a detailed reflection on my professional career with the assistance of the following models.

The SWOT analysis would enable me to work upon my strengths, weaknesses, opportunities, and threats. I would initiate the discussion with my strengths, as I have working experiences in various job roles that relates with customer interactions, I have good interactive skills. In my latest job I was a manager in a jewellery shop where have had responsibility to store precious ornaments and also interact with potential customers. Meanwhile, one of my weaknesses is that I could not collaborate effectively with my team members. Thereby, I also avoided jobs that were associated with working in teams (Savickas, 2019). Though I have good communicating and interactive skills, but I lack in collaborating skills that restricts me to become a good team player. However, as I am having experience of working in retail industry and good speaking and writing ability of three languages, I have the opportunity to pursue a good professional career in the retail industry. Meanwhile, I am not good in my leadership skills. It is because I am not able to collaborate with my peers for which I could not become a transformative leader, which is in demand in the retail industry (Bagdadli & Gianecchini, 2019). Therefore, it is one of the potential threats of mine.

The professional course has been helpful for me in enhancing my employability skills. Therefore, I have decided to prepare my SMART objectives in accordance with it. I have decided two goals in professional life and they are to attain Master degree in business management and secondly, to do part time job in the hospitality industry to improve my working experience (Kowalkowski et al., 2017). I believe these objectives are specific as obtaining a degree is realistic and it would add colours in my resume. Moreover, to attain job experience in the industry where I have worked before is a good source to enhance my portfolio in the future. These objectives are measurable as course content in the MBA programme would allow me to explore my professional skills. Working part time in the hospitality industry would help me to know the industry requirements and working techniques (Callanan et al., 2017).

These objectives are achievable as I am a young individual and have time to enhance my talent pool. These goals are realistic in nature as I would get a proper degree of the MBA course and also working experience certificates to prove my experience in the industry. These objectives are also time based as MBA course involves a specific time frame for the course, as well as working part time would also allow me to work in my free time and also improve my financial status.

The Johari Window is regarded as a visual framework that could be used to evaluate about one's unconscious and conscious biases. With the application of this framework, one could enhance self – understanding and self - awareness. It is also regarded as a personal development tool to develop an effective workplace relationship. My open area involves my communication skills. My peers as well as myself knows it very well that I am an extrovert person and show friendly nature and behaviour towards customers to persuade them to make their purchase making decisions. I am also proficient in three languages that helps me to deal with customers speaking those languages (Akkermans & Kubasch, 2017). My blind section could be my critical thinking skills. It is because I am personally unaware of this skill of myself, but my tutor in the professional programme often encouraged me to incorporate and use my innovative and critical thinking to conduct my assignments. My hidden sections could be my problem solving skills. Though I have not been given leadership responsibilities, but I am sure that I am good at solving problems and disputes among people. Finally, my unknown skill could be my ability to connect emotionally with the customers and evaluate their problems while working in customer service department (Shani & Coghlan, 2021). I really do not know the way I would conduct my job once I am recruited in the customer service department.

With subject to my experience and knowledge that I have gathered during my professional course programme, I have structured a personal development plan for myself. This plan would allow me to get informed of my skill, identify opportunities, and also work on my skills in which I am lacking behind in my career. The foremost task that I must include is to enhance my digital application knowledge. As this is becoming a digital era, and the next industrial revolution is forecast to come with digital advancement, it is essential for me to work upon my digital application skills that must incorporate in the business management field (Kowalkowski et al., 2017). In addition to it, I need to get informed about various technologies and applications that are being used in the business management field not only to attract potential customers, but also to predict market trends and reduce operational costs of the business. For this purpose, I have set a time frame of 12 months approximately. In this course

of time, I would improve my computer knowledge and go through various secondary sources about digital usage of technologies in business management. This knowledge would help me to enhance my managerial skills and build a scope to get promotion in my career.

I analysed that I have kinaesthetic learning style. I am able to learn things and new contents with the assistance of experience, observation, experimentation, and activity. For this purpose, I have chosen to become a part of this professional course programme, as it provides the opportunity to learn through practical experiences by working in real life experiences, attending lectures of real life experiences of professionals, and participating in workshops (Zhang et al., 2021). I have also been able to evolve my kinaesthetic learning experiences with my professional job experiences. With my professional job experiences of working and interacting with customers directly allowed me to enhance my communication skills as well as interactive skills. I am able to acknowledge behaviour, needs, and requirements of customers and provide them with their necessary demands. I have also observed working style of various professionals during the course programmes. For instance, my peers taught me the way in which time management is done while working in pressure and commencing multiple tasks. With the assistance of their association, I have been able to observe their working style and pattern of working and managing tasks and likewise, I have acknowledged the idea of time management (Hillmann & Guenther, 2021). This learning style have allowed me and also encouraged me to conduct practical jobs in real life that simultaneously improved my career resume and working experiences.

I could further use the Gibbs reflective cycle to share my experiences. It is a popular cycle that leads one through six stages of exploring experiences. Firstly, I would describe that I had a great working and professional experiences in the entire professional course programme. Secondly, I felt that skills that are being taught are valuable with subject to conducting practical tasks in life. I evaluated that it was good to obtain a professional knowledge from this course, as it teaches the way in which employability skills must be used in practical life (Kowalkowski et al., 2017). However, I consider that the time of the course programme must be increased in order to enable learners to study all the assignments with ease. I analysed that the knowledge that I obtained from this course could not be obtained from mere books, but from professional experiences. I therefore, conclude that every business management student must attend this programme in order to nurture their employability skills. I would further construct an action plan with subject to my knowledge and expertise that I obtained from the professional course programme (Callanan et al., 2017). This action plan

would assist me to carry on my professional career in the proper way and overcome any kind of hindrance that comes in the path.

The reflection helped me to analyse my inner strengths and acknowledge areas that I need to work upon further. The professional development programme has supported me to construct my career pathway in a stratified manner. With the assistance of SWOT analysis, PDP, SMART objectives, learning style, and Gibbs reflective cycle, I have successfully considered prospects of my learning and skills in the business management area.

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