# ASSIGNMENT 2 FRONT SHEET

| Qualification | BTEC Level 5 HND Diploma in Computing | | |
|---|---|---|---|
| Unit number and title | Unit 3: Professional Practice | | |
| Submission date | 05/11/2020 | Date Received 1st submission | |
| Re-submission Date | | Date Received 2nd submission | |
| Student Name | PHAM CAO NGUYEN | Student ID | GCC18074 |
| Class | GCC0801 | Assessor name | TRAN THI BACH YEN |

**Student declaration**

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.

| | Student's signature | CAONGUYEN |
|---|---|---|

**Grading grid**

| P5 | P6 | P7 | P8 | M4 | M5 | D3 | D4 |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

| ☼ **Summative Feedback:** | | ☼ **Resubmission Feedback:** |
| --- | --- | --- |
| | | |

| **Grade:** | **Assessor Signature:** | **Date:** |
| --- | --- | --- |
| **Signature & Date:** | | |

# ASSIGNMENT 2 BRIEF

| | |
|---|---|
| **Qualification** | **BTEC Level 5 HND Diploma in Computing** |
| **Unit number** | Unit 3: Professional Practice |
| **Assignment title** | Continuing Professional Development |
| **Academic Year** | 2020-2021 |
| **Unit Tutor** | TRAN THI BACH YEN |
| **Issue date** | **16ᵗʰ September2020** **Submission date** | |
| **IV name and date** | |

| **Submission format** |
|---|
| The submission is in the form of a completed **essay report** including the tasks set out in the Assignment Brief. This assignment is **an individual assignment.** |
| Prepare a file of documents which relate to the individual which, for the purpose of this unit, is referred to as your Personal Development Portfolio (PDP). |

| **Unit Learning Outcomes** |
|---|
| LO4 Demonstrate a range of interpersonal PD and transferable communication skills to a target audience. |

| Assignment Brief and Guidance |
|---|

**Requirement**

There is no generic scenario/case study for this unit, but there are specific tasks to be completed.

Students will examine **different methods of learning and reflection**, which will help them to identify their own preferred style of learning. They will use this information as a basis for writing ==an essay about learning styles, self-managed learning, the role of lifelong learning, personality reflection and, aspects of time management.==

Students will also compile a personal portfolio of information about themselves, which will help them to identify and achieve their personal goals.

You will be assessed on the quality of the information provided in this assignment. You should identify the above issues clearly and present professionally in a report format. Yourself evaluation should be **'SMART'** than a mere description. You may analyze qualities of existing business entrepreneurs for you to carry out the self-evaluation.

**Part 2: Guidance**

Discuss your goal setting, personality and learning styles which can be implemented to overcome the problems you have identified in personal development plan. You should seek to communicate this information in an appropriate manner at various levels – strategic, tactical and operational.

Identify one work based problem, either where you work now or where you intend to work in the future, where the solution requires individual training or qualifications.

Your PDP should identify ==your short term objectives and long term objectives==, together with the processes and activities required to implement your development plan.

Your PDP should identify your short term objectives and long term objectives, together with the processes and activities required to implement your development plan.

The essay should be in 2000 – 2500 words in length.

| Learning Outcomes and Assessment Criteria | | |
|---|---|---|
| **Pass** | **Merit** | **Distinction** |
| **LO3** Discuss the importance and dynamics of working within a team and the impact of team working in different environments | | |
| **P5** Discuss the importance of team dynamics in the success and/or failure of group work. | **M4** Analyze team dynamics, in terms of the roles group members play in a team and the effectiveness in terms of achieving shared goals. | **D3** Provide a critical evaluation of your own role and contribution to a group scenario. |
| **P6** Work within a team to achieve a defined goal. | | |
| **LO4:** Examine the need for Continuing Professional Development (CPD) and its role within the workplace and for higher level learning | | |
| **P7** Discuss the importance of CPD and its contribution to own learning | **M5** Compare and contrast different motivational theories and the impact they can have on performance within the workplace | **D4** Evaluate a range of evidence criteria that is used as a measure for effective CPD. |
| **P8** Produce a development plan that outlines responsibilities, performance objectives and required skills, knowledge and learning for own future goals. | | |

## Contents

## A. INTRODUCTION

Unlike hard skills, which can be proven and measured, soft skills are intangible and difficult to quantify. Some examples of soft skills include analytical thinking, verbal and written communication, and leadership, for your future career (Heckman and Kautz 2012)

Both written and verbal communication skills are of utmost importance in the workplace because they set the tone for how people perceive you. They also improve your chances of building relationships with co-workers. Communication skills boost your performance because they help you to extract clear expectations from your manager so that you can deliver excellent work (Kurtz Draper and Silverman 2017)

Also a company's success is rarely dependent on one person doing something all by him/herself. Success is the result of many people working toward a common goal. When employees can synthesize their varied talents, everyone wins (Baker and Salas 1992)

Lastly, for adaptability, soft skills help you manage reality. And the reality is, things don't always go as planned. Instead of digging in your heels, you need to be able to pivot and find alternate solutions. Successful leaders are the ones who know how to be flexible when problems arise (Petter and Randolph 2009)

## B. DISCUSS THE IMPORTANCE OF TEAM DYNAMICS IN THE SUCCESS AND/OR FAILURE OF GROUP WORK(P5)

### I. Definition of team dynamics.

- Team dynamics are the unconscious, psychological forces that influence the direction of a team's behavior and performance. They are like undercurrents in the sea, which can carry boats in a different direction to the one they intend to sail. Team dynamics are created by the nature of the team's work, the personalities within the team, their working relationships with other people, and the environment in which the team works (Nielsen Edmondson and Sundstrom 2006)

- Team dynamics can be good: The team will have better results when they maintain an intimate atmosphere, when they improve overall team performance, and or get the best out of individual team members. They can also be bad: when they cause unproductive conflict, demotivation, and prevent the team from achieving its goals (Cain and McCrindle 2002)

### II. The importance of team dynamics in the success and/or failure of group work. The importance of team dynamics in the success

The group can influence the thinking of its members. The members are always influenced by the interactions of other members in the group. A group with a good leader performs better as compared to a group with weak leader. The group can give the effect of synergy, that is, if the group consists of positive thinkers then its output is more than the double every time. Group dynamism can give job satisfaction to the members. The group can also bring team spirit among the members. Even the attitude, perceptions, and ideas of members depend on group dynamism. For example, the negative thinkers can be converted to positive thinkers with the help of the facilitator. If the group works as a cohesive group, the cooperation and convergence can result in maximiza-tion of productivity. Lastly, group dynamism can reduce the labour unrest and labour turnover due to emotional attach-ment among the group members (Silk, Croft, Tregenza and Bearhop 2014)

**Failure of group work**

Lack of general guidance. In making group assignments work, groups should be carefully guided by a course instructor in making plans for group work. Long written projects are likely to be divided into pieces between group members. In situations like this, opportunities for collaborative work may be lost. Groups formed spontaneously. Unguided group formation may lead to students selecting to stay with their friends. Insufficient planning/time to complete assignments. Group assignments can be effective for larger projects. Completing them before the deadline will not create an optimal learning environment for students. Instructors can help by providing guidance and creating submission milestones to have periodic progress checks. Unequal distribution of workload within the group (Cannon and Edmondson 2001)

### III. In my group.

- For the completion of this task our teacher divided our class in different group and the group has been given a specific task to perform during the event and all the group has to perform the task with the team without any hesitation. The different group member has different roles to achieve the goal which are listed in the tabular form below.

- In the group, I include : Pham Huynh Long, Phan Thanh Dat, Hoang Minh Tan, Bui Duc Tam and me Pham Cao Nguyen.

- Each person is assigned different tasks and tasks. I'm responsible for supporting the other members as well as checking the quality of the other members' assignments and planning the team.

## C. WORK WITHIN A TEAM TO ACHIVE A DEFINED GOAL (P6)

### I. Introduction of my group work

My team has been asked to assist my training and development manager in planning and executing a career development event targeting internal staff within the organization in which I work.

The training event is planned at a local residential center over a four-day duration which will include a variety of seminars, training sessions, and events for team building. In order to complete the programme, the Center demands a timetable of the planned kinds of operations. Additionally, all bookings would require at least three weeks' notice from every guest speaker or motivation coach.

I have also been asked to design and host a workshop as part of a training event based on teamwork dynamics.

### II. My role in the group work

Assist team members to design a 4-day event. I'm responsible for supporting the other members as well as checking the quality of the other members' assignments and planning the team.

### III. Result of group work

The of the group a 4-day event very successfully and each of them has gained a lot of experience.

## D. DISCUSS THE IMPORTANCE OF CDP AND ITS CONTRIBUTION TO OWN LEARNING (P7)

### INTRODUCTION

CDP means improving the activities professionally to create and improve their capabilities. It empowers figuring out how to end up sensible and proactive, instead of detached and reactive. The learning outcome of CDP can be training, workshop, events, conferences, sharing ideas and so on. Focusing on the CDP can make the professional development effective. CDP helps us to tackle the problem easily and achieve the goal. CDP also plays an effective role in our daily life. CDP improves our knowledge skills and makes our mind broad (Steeper and Steuart 1970)

### I. Definition of CDP

Committing yourself to ongoing improvement provides you with the opportunity to stand out from the crowd as a leader in you field. Whether considering a career change or pursuing promotion with an existing employer, it is essential to update your skills and knowledge on a regular basis. The approach you take to CDP is up to you, but anything you do to broaden your horizons could prove invaluable for your long-term progression. Not only do members of the workforce who engage in CDP benefit from improved performance and career

prospects, but organizations that support and encourage CDP benefit from the strongest possible human resources. Continuing Professional Development (CDP) is the process of developing professional skills and knowledge through interactive, participation-based, or independent learning. It enables learners to proactively develop their professional capabilities through certified learning or self-guided learning methods ( Michał and Andrzej 2015)

## II. Why CDP importance

Many professions have set requirements for ongoing CDP, where it is necessary for individuals to prove they are capable of adhering to current essential standards – such as legal, medical, and accounting roles. But beyond that, CDP helps people retain a consistent set of high quality, relevant skills, and knowledge throughout their professional life. The best part is that CDP puts learners in a favorable position to demonstrate new knowledge, work to impressive standards, and progress in their careers (Levin 1991)

## III. CDP contribution to own learning

CPD makes me update my expertise and awareness. It adds to the sense of direction of the profession. Completing the CPD encourages me to create confidence and explain my successes and equip me with the tools to work with change actively.

# E. PRODUCE A DEVELOPMENT PLAN THAT OUTLINES RESPONSIBILITIES, PERFORMANCE OBJECTIVES AND REQUIRED SKILLS, KNOWLEDGE AND LEARNING FOR OWN FUTURE (P8)

## I. Setting goals

- **Short term goals**

+ My future short-term goals pass all subjects, raise the level of English, complete a course in negotiation skills in one month, widen my grasp of leadership.

+ I want to achieve my goals, I have to try to attach studying and doing homework and work harder in studying.

- **Long term goals**

My goal is to be able to create many mobile applications and games on the phone, in addition to web design. Although this job is a bit difficult and time-consuming, because of my passion for this field, I will try to achieve my goals. From basic to intermediate, mastering additional programming languages. Become a game maker, and web designer.

## II. Three skills need to develop

- Develop my communication skills, develop my language, develop negotiation skills.

- Because communication skills are so important to me communicating teamwork, opinions, and debate, and it helps me communicate with my friends, teachers, and team members. I want to be a good programmer I need to develop and improve my English language. I need to develop better negotiation skills to be able to negotiate easily and successfully with my friends, clients, and partners.

### III. Strengths and weaknesses

| Name: PHAM CAO NGUYEN | Age: 20 |
|---|---|
| **Strengths** | I am very confident in my ability to handle situations at work as well as in life. I have the ability to communicate in public and I am very confident. I have shown that to complete assignments and criteria, I am able to provide specific guidance and handle team members. |
| **Weaknesses** | My negotiating skills ability is not good and I am not confident in my English. I'm dominated by the games. |
| **Need more development** | I'm easily distracted when doing something unless it's really necessary or urgent. I think I should hone my time management skills and be self-motivated. I have a hard time balancing study, work, and entertainment. I need to manage my time effectively. I want to develop and improve my English and negotiation skills. |

### IV. Develop strengths and weaknesses

| Goal | Goal Length | Goal Type | Deadline | Process |
|---|---|---|---|---|
| **Improve your English skills** | Short | Skill | 2 months | I will register to study more in English centers and be more active in communicating with foreigners |

| **Complete a course in negotiation skills** | Short | Skill | 1 months | I arranged a time to complete this course within 1 month because I needed it so much, it was so important to me it helped me negotiate with my friends, partners, and clients. Spend time observing learn from experienced people. |
| --- | --- | --- | --- | --- |
| **Widen my grasp of leadership** | Short | Skill | 5 months | Observing seasoned administrators, learn more. Get friendship and faith from them. |

### V. Rating development needs

The scope is very high for app engineers and website designers. In the IT sector, this is the highest level. I need to be a master at coding in multiple programming languages to become a software developer and web designer. To become a professional or expert.

### VI. Development plan

I have strengthened me ever since I entered the School of Business and International Technology, communication skills. It teaches me how to deliver speeches, how to grow my writing skills, and how to become an expert in general. I have also been learning to develop listening skills across a variety of newspapers.

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