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Table of Contents

[Introduction 2](#_Toc165405307)

[Critical Analysis of Breadth of the Module 3](#_Toc165405308)

[In-depth Critical Analysis based on Reflective Model 5](#_Toc165405309)

[Conclusion 8](#_Toc165405310)

[References 9](#_Toc165405311)

**List of Figures**

[Figure 1: Gibb's Model 6](#_Toc165392374)

# Introduction

A reflection report is descriptively conducted by demonstrating overall learning and experience from HR7004 module. In this report, a critical analysis of breadth is discussed based on experiences gained from weekly lessons. Consequently, an in-depth analysis is also elaborated on mental-wealth competency in which Gibb’s reflective framework is used to reflect the experience.

# Critical Analysis of Breadth of the Module

For me, it was one of the great learning experiences to associate with the module HR7004. Commonly, all subjects and modules are prepared for student’s learning but this module is one of them which contributed to making me aware of deficiencies, myths, and reality. I have gained a deep knowledge of different key competencies which I was unfamiliar with. The overall knowledge and experience that I gained from each week is worthy of both my personal and professional development. Below, a comprehensive experience gained by certain weeks are elaborated-

1. Emotional Intelligence (EI)-Week2
2. Cognitive Intelligence (CI)- Week3
3. Leadership-Week9

Based on the specification, my learnings included emotional intelligence, cognitive intelligence, and leadership skills from three weeks 2, 3, and 9 respectively. In understanding the fundamentals and concepts of specified competencies and improving my core skills, I got help from these weeks. This module gave me a straightforward direction for my career which I am going to specify based on my experience from each week.

1. **Cognitive Intelligence:** CI is unique skill that I was introduced first time through this HR7004 module. Other skills like emotional intelligence, and cultural intelligence were something that I heard about but cognitive intelligence is something different that I was not able to even guess by its name. Week3 is defining the concepts of CI which saved my time to know what it is and I immediately understood its importance only by knowing its definition. Week3 cleared my doubts and I learned that cognitive intelligence is a skill that describes an individual’s mental ability which is developed through senses, thinking, and experiences (Treglown and Furnham, 2020). It is completely different skill in which an individual learns perceptual speed which means ability to instantly recognise dissimilarities and similarities in graphical/visual stimuli. During my childhood, I observed my neighbor who had excellent cognitive abilities which he was using in his accountancy job. In this whole learning of cognitive intelligence, I was surprised to learn that it is a skill that individuals develop through brain-centric skills. In short, this is mainly an ability to solve issues as well as understand concepts and is measured by IQ. This way, I was surprised when I noticed that cognitive intelligence is related to IQ and can be developed by focusing on daily practices.

With in-depth learning, I got to know that cognitive abilities are most powerful aspects that optimise interpersonal and social intelligence of individuals and help them in further professional growth. CI is something that any organisation expects from its employees to foster its organisational operations, resources, and decisions (Treglown and Furnham, 2020). In my opinion, my IQ is neither that low nor that high. I have moderate IQ level but it was challenging for me to address organisational issues, communicate with seniors/clients, and make decisions. But with development of cognitive abilities, I found myself a level up which motivated me to practice developing more skills on daily basis. Currently, maybe it takes time to make decisions/solve issues independently but I am enough confident that I can help others resolve issues and make decisions without any fear or pressure. This way, I need to make efforts to be proficient in both skills and ensure my successful career.

1. **Leadership Skills:** This is one of the most prominent abilities that is responsible for both failure and success of own. HR7004 specified leadership skills in week9 with different leadership responsibilities and styles. I worked as leader in some projects and assessments but it was not similar to the organisational leaders. Thus, when week9 was introduced to me I started understanding it from organisational perception. It helped me understand different qualities of leadership to successfully lead the company/project/team. It is my willingness to work as a leader in an organisation and set an example of successful leadership (Purnaman et al., 2022). This is why, I took more interest in leadership skill development. Week9 clarified that to become a successful leader it is a must to be aware of leadership theories, styles, and behaviors. It is also suggested that successful leaders of the globe can followed for effective leadership. I found it helpful to learn from week9 because along with leadership positives, it also declared negatives of leadership like pressure, huge responsibility, time management, accusation, and so on.

As I want to be a successful leader in my career thus, I have focused on each factor of leadership to gain all valuable knowledge and then make strategy to develop leadership attributes without wasting any time. These lessons improved my communication, decision-making, collaborative, and risk-taking capabilities. I became more responsible and started focus on managing the work timely. For example; along with my studies, I have to manage my sports activities. It needed time for practice but I always used to skip my practices because of lack of leadership traits. At first, I became my own leader and managed all daily routines effectively then I started leading my sports team according to their daily routines, injuries, urgent work, and other preferences. All things automatically become systematic and my team was also pleased with the changes. This way, my previous and current personality is different as I have developed positive changes that will help me in my career goals (Mourão, 2018).

# In-depth Critical Analysis based on Reflective Model

HR7004 is one of the modules that I deeply dig in to accelerate my strengths and overcome my drawbacks. My personal and professional goals can be fulfilled with continuous learning and practice suggested by HR7004 module. This part further expresses a critical analysis of specific mental wealth competency ‘Emotional Intelligence’.

**Emotional Intelligence:** Week2 is all about EI in which the definition, uses, and development strategies are clearly mentioned. Before studying week2 notes, it was completely a new thing for me but it helped me understand the fundamentals and needs of emotional intelligence not only for professional advancement but also for personal advancement. At first, my understanding of EI was not that clear so, I was surprised to know the real meaning and importance of emotional intelligence mainly in current organisations. In week2, emotional intelligence is defined as “an ability to determine, measure, as well as manage self-emotions, others’ emotions, and groups’ emotions. An individual with EI can develop robust relationships, gain personal and organisational goals, succeed at academics and work, and reduce stress by promoting continuity, stability, and harmony (Serrat, 2017). It has also surprised me that emotions can also be counted in intelligence and it is one of the most demanded skills by organisations.

By understanding the EI concept, its use, and impact, I have realised that I should develop this skill to enhance my personality. Week2 concepts helped me and I took the support of taught materials in week2. This helped me build characteristics of EI however, I need more lessons and knowledge to develop this skill. But in less time, I have gained some EI attributes like self-awareness, motivation, and self-regulation (Bano and Shanmugam, 2022). As a person, this skill made me more determined, self-motivated, and optimistic. I have learned that emotions should be used at right place, at right condition & time, and for right person/group/incident. The positive changes in my mental competency that I have experienced, filled another level of confidence in me through which I can compete and get a dream job in a reputed firm. The experience is shared with the help of Gibb’s reflective framework-



Figure 1: Gibb's Model

(Source: Wain, 2017)

* **Description:** Using first step I want to express my experience related to my chosen mental wealth competency (Wain, 2017). Recently, one of my friends was suffering from ear disease and the doctor advised him to operate it quickly. My friend was working in a company and when he told his manager about his problem and holidays then the manager negatively responded to him.
* **Feelings:** When I was listening to this thing, I was shocked and speechless. Health is kept on priority everywhere. The response of manager was that the manager is completely emotionless person who does not care about his employees even if the employee is top performer of the team.
* **Evaluation:** My friend did not care about his response and dropped a mail for leave and went for ear operation. After 2 days, he went to the office and the manager ordered him to visit an outside area which was again an emotion-less behaviour of that manager. One of the staff members started crying because of that serious operation and manager’s behavior. Still, my friend has gone to specified area and there is no support from manager or other colleagues.
* **Conclusion:** This incident helped me understand that it is very essential to have emotional intelligence. On one hand, where manager did not care about his employee’s well-being, and on the other hand, the colleague has shown that he cannot control his emotions which is another drawback. I became aware of the importance of EI attributes both in my personal and professional lives.
* **Action:** To improve or change the behavior of organisational staff in any organisation, it is essential to be mentally wealthy for each individual who further promotes a balanced work culture with high EI. The organisations can focus on developing EI skills to make everyone mentally able to deal with different known and unknown events/situations on personal and professional levels. I am also planning to develop EI skills in different ways including learning from teachers, attending training sessions, and enrolling in online skill development classes. This will help me deal with any unexpected situations by emotional intelligence and strengthen my career goals (Wain, 2017).

# Conclusion

In conclusion, I have developed multiple concepts as well as abilities that will prove helpful for my future goals and professional strengths. This module made me realise that personal and professional skills contribute to grabbing a secure place in an organisation and provide many attributes to deal with different factors of organisations. I felt it a must to develop these skills to ensure my career development in a dream company. I will keep my learnings and practices through HR7004 to make me proficient, adaptable, and prepared for any circumstance.

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