

# Final Self- Assessment Report

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CAREER DEVELOPMENT

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# Introduction

Soft skills are essential in both personal and professional environments, contributing to my success, relationships, and problem-solving. In this report, I will reflect on my journey of developing various soft skills over the past year, highlighting strengths, shortfalls, and methods used to enhance these skills further. The purpose is to provide an honest and comprehensive self-assessment, using personal experiences and structured reflection.

## List of Skills

### Communication (7/10)

Communication is one of the most repetitive, common soft skills to mention, however I think this is for a reason; communication is the basis of all information gain between other people, without having developed proper communication, ideas can never leave your mind.

At the beginning of the year, I would have assessed myself considerably lower, however I have improved significantly, attributed mainly to my new sales role – communication and customer relations, and my experience with HackCamp, where I managed a team and presented regularly to product owners. My ability to communicate effectively has been refined through authentic interaction with customers, colleagues, and peers, allowing me to convey my ideas more clearly.

For example, during HackCamp product owner presentations, I employed my newly learned communication skills from my sales job to communicate clearly and calmly, conveying our team's ideas comprehensively.

I plan to continue refining my communication techniques by seeking feedback, continuing to grow through customer interaction and pushing myself out of my comfort zone using LinkedIn and collaborating more often in a team.

### Interpersonal Skills (7/10)

My interpersonal skills have always been strong, but have developed further over the last year, reflecting in my ability to build rapport and understand others' emotions. From sales experiences where interpersonal skills are essential to customer relations, I have

learned to empathise with customer's situations, adapting my approach to their specific needs and emotional states.

For example, I had a customer quite uncomfortable with the general environment. I successfully navigated the challenging situation by listening actively and responding concisely but effectively to their concerns, which lead to him apologising for being rash.

As with communication, I plan to regularly seek feedback from my manager but also self-reflect on my interactions both in and out of work to strengthen my empathy, working towards more comprehensive understanding.

## Teamwork / Collaboration (6/10)

My teamwork skills have also developed healthily since last year, proving my effectiveness working in a group, rather than just individually, coordinating with peers and contributing to goals. As the scrum master in our HackCamp group, I eased team processes through clear roles and ensured my deliverables were always on time. From my job, I have also learned to mutually benefit from colleagues' skills in contrast to my own, since each of us has differing strengths to complement weaknesses.

For example, despite my role as a Scrum Master, I tried my best to help in any way I could with technical issues to support my team to ensure deliverables were on-time. This involved helping with the web development when trying to meet deadlines.

To improve, I plan to enhance my communication as stated previously, to ensure future team members', colleague's and peer's inputs are valued and considered. I will also continue to learn from my colleagues to close my skill gaps to contribute more to our team.

## Problem-Solving (9/10)

Problem-solving is the determining factor in the overall ability to solve problems and plays a huge role in the development of character and other soft skills. I have always relied on analytical/critical thinking in place of memory, helping me consistently solve issues by brainstorming and troubleshooting without relying on prior knowledge, being my main source of success in computer science. This is mostly beneficial but causes me to trust my intuition more often than I should.

For example, a large part of my job outside of sales is technical support, and while I have no knowledge of some operating systems, my past experiences and critical thinking aid in coming to a solution to help the customer. On the other hand, I may

misjudge my intuition as critical thinking, spending unnecessary time on a solution that has not been thought out.

Since every skill can be improved, and never a 10/10, I will continue developing analytical skills and seek opportunities to solve complex problems by using online platforms for learning and continue in my technical hobbies to continuously learn. I will also work towards pausing to reflect on my thoughts before I act.

## Time Management (5/10)

My time management skills have never been prominent, often delaying tasks until deadlines loom regardless of intent. Without structure and motivation, I struggle with prioritisation and meeting expectations. However, since I have understood this is a weak point of mine, my development time management has been steady; I attribute my development primarily appreciation of discipline and dedication to the gym and my job, recognising that I benefit from mostly long-term gratification, but require short-term gratification to start being motivated.

For example, regardless of my want to complete assignments well in advance, I always lose motivation out of stress or difficulty, causing a negative feedback loop until a deadline approaches. However, once started working towards my goal of strength in the gym, consistency and dedication took precedence, and I was able to allot time to developing in this area.

Since this is a vital skill to hone, I will implement SMART goals to give me short-term motivation and dedicated study hours to earn long-term gratification, while continuing to use digital tools like Obsidian, Calendars and Reminders to maintain better organization.

## Leadership (7/10)

Leadership is difficult to grade my effectiveness on since I dislike leading and typically avoid it whenever possible. Despite this, I am effective in creating order out of chaos in a group by setting clear goals, providing feedback, and motivating others to hit deadlines.

For example, beginning of HackCamp, nobody stood out to lead and instead nominated me due to my communication skills. This turned out to be the best structure for the team, and we achieved a rewarding outcome as stated by our product owner.

I understand that my leadership skills are a strength; I should take more leadership roles where I can guide others to develop professionally. This is possible both educationally and professionally, since I have had to take more responsibility at work.

## Adaptability/Flexibility (6/10)

Adapting to new concepts, ideas, environments, challenges, etc. Is crucial to be able to also implement Problem Solving and any other soft skills. If I can't be comfortable in a new environment, there is little chance for progress to be made. Adaptability is not one of my weaknesses, however, I cannot justify a higher score; I typically am determined to see if a method works, rather than attempting to try something different. However, in team dynamics, I feel my adaptability is a considerable strength, due to my problem-solving technical skills combined with leadership, I can assist team members in their roles, to have deliverables ready on time.

For example, during HackCamp, we had to accommodate for absence and a new member. This was trivial but displayed my adaptability as a leader to reassign critical tasks and make compromises in a team.

I plan to improve by assessing the risk of potential changes and developing flexible strategies to accommodate shifts in team dynamics.

## Conclusion

This report highlights my strengths in communication, interpersonal skills, problem-solving, and leadership, while also identifying areas for growth in teamwork, time management, and adaptability. By implementing specific strategies and SMART goals, I am committed to further enhancing these skills for personal and professional growth. Continuous self-reflection and seeking feedback will guide my journey in developing a well-rounded skill set, contributing to my effectiveness in both personal and professional environments.

## Note on (AI) Tools

I have used grammar tools built into Word and Grammarly to improve my conciseness and convey my points more efficiently to fit into the required word count. I have also used some sources from my previous assignment, but situations have changed since.