

# Personal development plan

## **1. Introduction**

The objective of this report is prepare a Professional Development Plan (PDP) to assess the professional competencies and skills and identify the gaps which need to be filled to achieve the future professional goals. In an organization, goals and objectives are important to strategic planning they turn the mission and vision into specific measurable targets (Abraham, 2012). Even in personal life, it is important to have clear short term, medium term and long term goals and objectives to make come through the dreams.

Further PDF is useful to identify the training and development needs which require individuals to achieve their future targets. When preparing a PDP, individuals should always take the directions from the existing career plan. Within this process, it's really important to have a clear assessment about the strengths and weaknesses about themselves. And also it's useful to do proper analysis on individuals current position on different skills such as communication skills, leadership skills and identify areas need to developed in in those skills. Finally, recommendation can be made based on identified gaps to achieve the career ambition. Personal development Plan need to be reviewed time to time and need to make required changes.

## **1.1 Early life**

In my childhood, I was a very active kid and I was more focus on sports than studies. I was studied at Good Shepherd Convert Kotahena and my favorite subject was religion. When I was in grade five I joined to school basketball squad. My coach picked and trained me very hard to make me good player. I had to work so hard to follow his training schedule. It was my passion to play basketball therefore I was so committed to training. Finally I became one of best athlete in my school and won all the matches under 13 to under 19 school athletic meet and then I was selected to school basketball team. My main focus was on sports therefore my focus on studies was limited. I manage to pass to pass ordinary level and advance level well. The school time help me lot to build up my personality and team working skills. As an athlete, I practiced leadership skills, team working skills, commitment even in my childhood.

After the secondary studies, I got three job offers from three banks immediately before my A/L result comes. I choose Hatton National Bank (HNB) which is one of prominent commercial bank of Sri Lanka. Most of my school senior players play for HNB, it was also a reason to select HNB. I started to play HNB basketball team since the day I was joined in 1992. I played more than 15 year to HNB as a player and contribute to win more tournaments. Then I started to coach bank basketball team. It was completely different experience for me and I got great exposer from it to develop my coaching skills. As a coach, I had to develop lot of technical skills and soft skills such as motivating, empathy and team building and etc. I was very successful as a coach and I could developed HNB basketball team to win mercantile basketball tournament consecutively 9 years, open club tournaments and the turf club tournaments. It was rare experience in my life and I was only lady coach in the field at that time. My success and achievement as a coach help me to became first ever lady coach of Sri Lanka national women basketball team. I am so proud of the opportunity of coaching to national side and it is the greatest achievement of my life.

## **1.2 Career life**

I joined to HNB as card center employee. Then I was attached to Human Resource Department. I was very conformable with my superiors and I got very good support from them to manage my professional works with my sports life. At that time, I just handle limited and repetitive worked. With my promotion, I was transfer to HNB city office. After I decided to leave from coaching

position of basketball team, I transferred to HNB sea street branch. It is great experience to work branch like that, it is good opportunity because it is situated in heavy business area of Colombo. Different customer segments come to this branch from different background therefore it was challenging experience. I'm really enjoying work for this branch and there is a lot of work to handle to attending to customer expectations, their needs, financial solution, their safety. Currently I am working as executive. I was stagnated different path in long time in my career due to my sport life. But I never regret about that however now I'm planning to change my career by growing in different personality based on more than 20 years of my experience. My new goal is that develop my career as assistant manager, manager and senior manager by serving well to our customers. It is very challenging task but I love to take challenge in my life. I should develop lot of skills and professional competencies to achieve my target. Therefore as a first step, I enroll with MBA program to enhance my academic qualification.

## **2. My values**

Integrity and objectivity are two main corporate values that I follow as a banker. I should be straightforward and honest in all my professional and business relationship. According to my job role, I have work with lot of clients who concern about their wealth so I should provide my service honestly to the clients and the bank. And also I hardly believe that I should not compromise my professional judgment because bias, conflict of interest or influence of others. Further I should not disclose any of clients' confidential information unless it's a legal requirement. I believe that I can provide better service to clients by strengthening my values.

### **2.1 Personal SWOT analysis**

SWOT analysis is a tool which use to analysis the internal and external environment of the organization (Diasz, 2017). However SWOT analysis can also be used to individual to evaluate the strengths, weaknesses, opportunity and threats.

Table 01 – Personal SWOT analysis

<p style="text-align: center;"><b>STRENGTH</b></p> <ul style="list-style-type: none"> <li>▪ I am good team player.</li> <li>▪ I am very creative thinker.</li> <li>▪ I have ability to coaching and motivating others.</li> <li>▪ I have strong personality.</li> <li>▪ Highly determined.</li> <li>▪ I am a good listener.</li> <li>▪ Ability to work with people come from different backgrounds.</li> <li>▪ Stand against injustice and stand for others.</li> </ul>	<p style="text-align: center;"><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>▪ Be panic in a pressure situation.</li> <li>▪ Waiting till last moment to finish the tasks.</li> <li>▪ Not prioritize the works therefore sometime fail to achieve the multi tasks.</li> <li>▪ Slow response speed.</li> <li>▪ Not good at public speaking.</li> <li>▪ Lack of information technology knowledge.</li> </ul>
<p style="text-align: center;"><b>OPPORTUNITY</b></p> <ul style="list-style-type: none"> <li>▪ Getting great support from peers and superiors.</li> <li>▪ Ability to enhance professional knowledge from MBA program.</li> <li>▪ Opportunity to get a promotion.</li> <li>▪ Opportunity to attend training programs to develop professional skills.</li> </ul>	<p style="text-align: center;"><b>THREATS</b></p> <ul style="list-style-type: none"> <li>▪ High competition in the industry.</li> <li>▪ Banking industry is transforming to digital platform rapidly. Lack of knowledge on IT could be disadvantage.</li> </ul>

SWOT analysis is very good tool identify the key issues affecting to personal development. Further it is an eye opener to use my strength to take advantage of opportunities and aware about the threats. Difficulty to handle a pressure and not good at public speaking are main issues which are identified by SWOT analysis. Further lack of information technology is identified as a key issue.

### 3. Self-assessment test

Instead of SWOT analysis, I did self-assessment to understand the development needs. 14 skill have been used to this self-assessment.

Skill	Outstanding	Good	Required improvements	Inadequate
1) Team working	√			
2) Leadership skills		√		
3) Time/ workload management			√	
4) Problem analysis and problem solving skills		√		
5) Public speaking and presentation			√	
6) Negotiation and conflict management skills		√		
7) Creativity and critical thinking		√		
8) Self confidence		√		
9) Flexibility and adaptability		√		
10) Emotional intelligence		√		
11) Motivational and coaching skills	√			
12) Project management		√		
13) IT knowledge			√	
14) Change management			√	

Further my self-assessment is reviewed by colleague who work with me and very close friend of me. Result of my friend's review is almost similar to my assessment. In his review, he has mentioned that self-confidence and flexibility are required to improve.

## **4. Development needs**

### **4.1 Time/ workload management**

Good time management enables us to work smarter not harder. Time management is the process of organizing and planning how to divide the time for specific activities (Forsyth, 2013). Time management is one of main quality which we need to develop in our professional life. My punctuality is not good even though I know that it was not good for professionalism. Further I am waiting for last moment to finish the tasks. This is also affect my academic life too since sometime I fail to complete the assignments before deadlines. Further my speed of working is also need to be developed. Therefore I need to start a task early to complete it on time.

It is always challenge to balance the personal and professional life. Currently I am reading for my MBA too. Normally I face difficulty to complete multi tasks at once. I need to prioritize the tasks to decide which task need to complete first and what task need to complete second. In current situation, it is highly important to develop multi task ability since current working environment is so complex. However I don't have a habit to prioritizing tasks since sometimes I have missed some important works which need to response quickly.

I need to practice delegation to manage the work load. My coaching and mentoring skills could be used to motivate subordinate to take over more responsibilities.

### **4.2 Communication skills**

Corporate professionals should have good written and verbal communication skills to effectively handle the responsibilities and manage employees. Effective communication in work place is very important to build and maintain relationship, build an effective team and manage employees. I personally believe that I need to develop my public speaking skills further. I have a fear and less confident to speak in front of the crowd. This could negatively affect to achieve my future goals and this has been identified as main obstacle to my career progress. Therefore it is highly important to rectify this issue as soon as possible. There is many way to develop public speaking. There is a toastmaster club even in Hatton National Bank and it is good platform to develop my public speaking skills. Further there is lot of books and online program available to develop communication skills and public speaking.

### **4.3 IT skills**

Currently, banking industry is rapidly transforming to digital platform. Most of manual processes have been automated and in near future manual intervention will further reduce. Therefore currently IT knowledge has been one of key skills for professionals to develop their career. Young generation is tech savvy and they can easily adopt to the digital environment. Therefore competitively work with them and manage them, I should have proper knowledge on informational technology. Currently clients also rapidly move to the e-banking and other digital facilities.

### **4.4 Change management**

Currently business environment is changed rapidly and lot of internal and external factors is affect to change. Therefore as corporate individuals we need to adopt to the new changes of the industry and the organization. However as an employee worked more than 20 year in same company, I has hesitated to adopt to some changes of the environment. Since I have work long time to HNB and same branch, I have become very comfortable and emotionally attached with this environment. Therefore sometimes I am reluctant to go out from comfort zone and accept new challenges. It has identified as a development need of my professional life.

### **4.5 Strategic thinking**

Strategic thinking can be identified as a very important professional skill which even lack in some senior managers. Strategic thinking is all about seeing big picture and trying understand the long term view of the organization or department rather than focus on short term goals. Analysis the problem and problem solving skill is also come under strategic thinking. There are two aspects of strategic thinking: organizational level and individual level (John, 2011). Strategic thinking is a key area which I need to develop for my career progress.

### **4.6 Leadership**

As a sports personality I have developed leadership skills however in a corporate life I need to play different role as a leader. In need to give professional guidance to my subordinate and delegate



role and responsibilities to them. Therefore still there is a room me to develop however experience I have got as a player and coach will help to develop my leadership skills in professional life.

## 5. Professional development plan

Table – 03 professional development plan

Issue	Recommendation	Timeline	Outcome
Lack of time /work load management	<ul style="list-style-type: none"> <li>• Prioritize the tasks.</li> <li>• Maintain a time table.</li> </ul>	3 months	<ul style="list-style-type: none"> <li>• Meet the deadlines.</li> <li>• Balance the personal and professional life.</li> </ul>
Lack communication skills	<ul style="list-style-type: none"> <li>• Attending to training program.</li> <li>• Join to toastmaster club.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>• Build up confidence on public speaking.</li> </ul>
Lack of IT skills	<ul style="list-style-type: none"> <li>• Attending to training.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>• Familiar with new system which bank use.</li> </ul>
Lack of strategic thinking	<ul style="list-style-type: none"> <li>• Engage with top management.</li> <li>• Get advice from superior.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>• Solve Department level problem alone.</li> </ul>
Lack of leadership skills	<ul style="list-style-type: none"> <li>• Take new responsibilities.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>• Develop leadership skills in professional life.</li> </ul>

## References

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