

I volunteered for the derby county football club as an event steward helping out as derby hosted the lioness women's game friendly against Australia. I was with a group of about 5 people, directing the crowds to the correct entrances and helping hand out stickers and face paints while helping people sign up to the pre-match light show. This was a great experience as it helped me understand the sheer volume of people that are at even a smaller scale sporting event like this match. This is useful as it gives you perspective and helps you visualise the event in a more realistic manner, especially helpful if I was to plan or contribute to planning an event in the future. This experience was also good as handing out stickers to everyone I could manage helped me with my communication skills and my public speaking skills, making sure as many people as possible got involved with stickers and face paint while ensuring people saw and could navigate to the sign for the pre-match lightshow. Generally, this was best for a true perspective of what it is like to manage a larger scale sporting event and how many problems and different aspects event managers must deal with on the go. In lessons, I have learnt about the importance of personality and communication in the workplace and I used the DISC personality test to determine I am usually a quiet person, tending to avoid risk taking. This experience with interacting with so many helped me with this as I had to speak to hundreds of people, some in detail and some in passing, ensuring each one saw me as positive and welcoming, contributing to their experience at the match. This amount of interaction also helped me understand the importance of delegating tasks or taking control of a situation. With so many people it often became hard to deal with several groups at once and so properly communicating to people around me was vital to ensuring I had helped everyone that needed something or wanted to ask a question. In an interview with Henry Mintzberg (2006), he mentions "people are involved, they're personally engaged, they're not disconnected. As a result, they are able to engage others." this quote shows how Mintzberg knows that a good manager needs to be engaged in their work environment to effectively manage and engage others. This experience helped me see this as I had to ensure I engaged as many people as possible, greeting them and offering help made them see me as friendly and helpful, allowing them to trust me and listen to my advice/help. A mutual respect in work environments is key to getting along and getting along with others is key to management.

I also worked at DCFC as a placement student, switching between different departments and getting an excellent overview of how big venues manage events but also the behind-the-scenes, what happens when there isn't a matchday or major event to deal with and the inner workings of such an organisation. I started off in marketing which was interesting as I had never been in a professional marketing environment before, what I knew was a very small proportion of the things that department had to do regularly, like managing the visuals of every advertisement on and off a matchday and sorting out programmes and schedules for every matchday, from public sale programmes to ensuring the hospitality suites are suitable for each guest. Another sector was commercial, which along with also dealing with advertising and the clients of that, worked with finance departments to organise costs. Another sector was the community trust, they worked with DCFC to organise events and fundraisers but work separately from the club itself, they work on a smaller scale but are more focused on the community and local charities. This smaller perspective helps you to zoom in from the bigger picture and lend your thoughts to smaller operations, focusing on detail and outreach, creating a better, more equal perspective for yourself, essential for good management. In operations management (2012) the book, it explains how "As economies, societies and technologies develop, so attitudes, expectations and other dimensions that concern the workplace also change. Businesses need to recognize and anticipate how these developments will affect the nature of work, the changing roles of those involved and how best to manage the people within organizations as they evolve." my time in work experience at derby county showcased this excellently, as I often looked into past

campaigns, strategies and events at the club that were very different to current examples I also studied in order to complete my work. These examples showed how derby county has done as a successful business should and recognized and anticipated problems like changing attitudes or relationships. I learnt how to anticipate such problems myself and used it in created scenario tasks set to me by teachers or the club. One of the first tasks I completed at the club was in the marketing department, searching through other clubs in the same league and taking examples from their website, social media and online presence to get an idea of how other successful teams market themselves. I used this information to create a plan for different ways that derby county could manage their own online presence to get as much positive attention and customer as possible. This helped me understand the complexity of marketing and how even simple, yet regular posts can significantly impact your online image and create loyalty and interest among fans, vital to keep paying customers.

As some more learning, I completed a course on the Santander academy on leadership, a good skill to have in management. This course is online, taking 8 hours to complete including assessments and helped me develop vital skills like time management, teamwork and decision making. It is mostly taught by Claire Williams (one of only 2 women to have ever managed an f1 team) which I found highly interesting as f1 is one of my favourite sports. This made the course more engaging for me as it was relevant to my interests as well as helping develop vital career skills. My lessons at the university also focused on effective communication skills in the workplace and how they impact your job as a manager. This course helped me understand this further as the F1 elements made some parts easier to understand in a real-life context. While developing my skills and being a very useful source of different perspectives, this course also gave me some insight into what I may do in the future. I would obviously prefer to work in sports, but this course has shown how I may enjoy jobs like marketing manager or events manager over more business focused roles. It has helped me realise I am creative and I'd prefer to use that as a key career skill later in life, being more key to events or marketing as creativity is vital in these roles. Personally, these roles are now a pathway I am beginning to develop where I can, and I know I need to improve on skills like detail-oriented planning, time management and logical decision making in order to get become the best possible candidate for these jobs.

In my in-class work, we took some time to take a variety of personality tests that would help us understand what we may need to work on to improve our personalities to become better at management tasks or future work. For me, a big problem appears to be my introverted nature. This can be a problem if I need to talk to many people or express my opinion often as I generally find that a little uncomfortable. I aim to complete more volunteer work and presentations in class that require me to speak publicly, especially in front of people I don't know, so that it becomes more natural and less daunting. The Jung personality test mentions I prefer and unstructured environment that is flexible and adaptable. For other more corporate jobs this may be a weakness, but through my learning in class and at work experience, I have seen that managers often need to deal with random problems as they come up, their life is often unstructured and based on the needs of the company and staff, which changes regularly. This makes me well suited to management as I prefer an environment where I have to deal with unstructured problems as they appear. Another test called '16 personalities' mentions 'In your professional life, you thrive in environments that value creativity, flexibility, and human connection.'. I believe this is a good thing in a management role as managers often need to think of creative solutions to problems that suddenly arise. Human connection is important in management. As I studied in class, effective communication skills are vital to managers. Without this, messages could get lost or warped, creating a disorganised and ineffective workplace and so my skill of connection is vital.

## REFERENCES IN ALPHABETICAL ORDER

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