

Lecturer: Anita Nan

ACADEMIC & EMPLOYABILITY SKILLS

Assignment Title:

Write a report of 2,000 words, in which you provide an analysis of relevant employability skills that you have or need to develop in the future to gain credibility in search of employment opportunities. You need to consider the perspective of an employer trying to recruit.

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In today's world, a multifarious amount of employability skills are studied and exercised by individuals or employees and/or professionals to manage and lead personal as well as professional lives. Almost all employability skills are tremendously significant for employees as well as employers to achieve and promote individual and professional success. For this report, three different employability skills such as communication, team work, and time management will critically be analysed while considering the Health and Social Care sector. In addition, the personal strength and weaknesses of these skills will also be demonstrated to progress and increase integrity of these skills within the current work place as well as forthcoming work settings.

All types of communication skills are tremendously significant for every sphere of life including employed life. Whether or not communication skills are positive or negative, it carries weight in overall accomplishment.

The skill of team working reflects positively on a workers' wellbeing through showing self-efficacy and operational obligation within the company, supporting their contemporaries and handling them to stay healthy in adverse work environment (Costa, Passos & Bakker, 2014).

Time management is one of the key instruments to not only control work pressure but also to utilise time effectively to accomplish success for both a personal level as well as an organizational level which reflects directly on work performance, (Goudarzian et al, 2017). As per Morgan, (2017), employees or individuals career, as well as their reliability as employees, depend on their ability to manage time effectually. This skill is not spontaneously learnt but is developed over time.

Communication skills:

Communication is the method of exchanging views, thoughts or opinions and data within two or more parties for common understanding (Griffiths and Dunham, 2015). According to Kinnick and Parton (2005), the skills of communication are treated as foundation for achieving organisational, team as well as individual's success. To make the communication fruitful there should be a sender and receiver to transmit and respond the information (Griffiths and Dunham, 2015).

According to Morgan, (2016), productive communication depends on three main aspects people use during communication such as non-verbal behaviour like body language, para-linguistic behaviour or cue which uses of our voice and verbal action like email or face to face dialogue. Communication skill consists of four separate disposable skills 'speaking and writing' (two active skills) and 'speaking and listening' (two passive skills). Even though communication is a perception of coding and decoding of information with various elements people use in our daily lives, listening is treated as one of the most significant in the eyes of the employers. It can be remembered that active listening requires more engagement with actual efforts while hearing is the sedentary reception of information.

The skill of professional communication is tremendously significant for both employers and employees in all workplaces including health and social care.

As per Calpin et al, (2014) strong communication schemes will recognise effective reportage, simplify answerability and develop decision making approaches. Therefore, health and social care professionals necessitate good communication skills to deal with working colleagues,

external agencies, stakeholders and families. A range of actions like in person meetings, training, consultation, undertaking valuations and preparation, writing and distributing reports to key professionals, and networking are to be accomplished through listening, interacting through circulating data and exchanging views, using of surveys, writing notes, responding various communications, compromising, debating and negotiating to key people etc.

For example, a supervisor's communications are enormously important to make their employees inspired, encouraged and passionate for accomplishing company's attainment. However, on the other hand, if worker's attitudes towards fellow colleagues are not dependable with shared values or isolated with their behaviour, they do not originate any pleasure or satisfaction of their job (Molefe, 2013).

On the other hand, according to Fournier, (2008), if workers' communication skills are not satisfactory, they do not improve better employment relations and they do not advance their job environment. Poor communication skills in giving feedbacks not only generate criticism but also harvest professional bitterness and future problems (Morgan, 2016).

In my opinion, my strength of this skill is very decent because I can communicate well with my team members, clients and professionals verbally and non-verbally through means such as writing. Also, my project manager has praised me a couple of times for having good communication skills.

Team work skills:

According to Salas et al, (2014), team can be defined as when an assemblage of different people co-operates together actively, self-reliantly and autonomously to accomplish a mutual goal or objective or undertaking. This definition contains basic elements of a team which are various people, independencies and common objectives. As per Burke, Wilson & Salas, (2003) mentioned about taskwork and teamwork are both essential for a productive team composition while Maund, Schriek and Tinkler (2017) emphasised on task roles, relationship roles and behaviour patterns for an effective team to achieve its objectives. However, for successful accomplishment of mission, teamwork concentrates on how team participants behave (shared behaviour), believe or feel (attitudes) and know and think (cognitions) (Morgan, Salas & Glickman, 1994).

As per Morgan, (2016), team work skills can be productively utilised to achieve higher performance if certain conditions are met for instance, a reasonable size of team, with complementary skills and mutual accountability, are committed to work for specific goal and purpose. Many thoughts have been put forward to accumulate a successful team, however, 'the DiSC model' by William Marston (personality profiling) and 'Team Role Theory' by Meredith Belbin and his team (identification of different roles) were most influential and persistently deliberated. The Belbin's team role has been demonstrated below in figure 1.

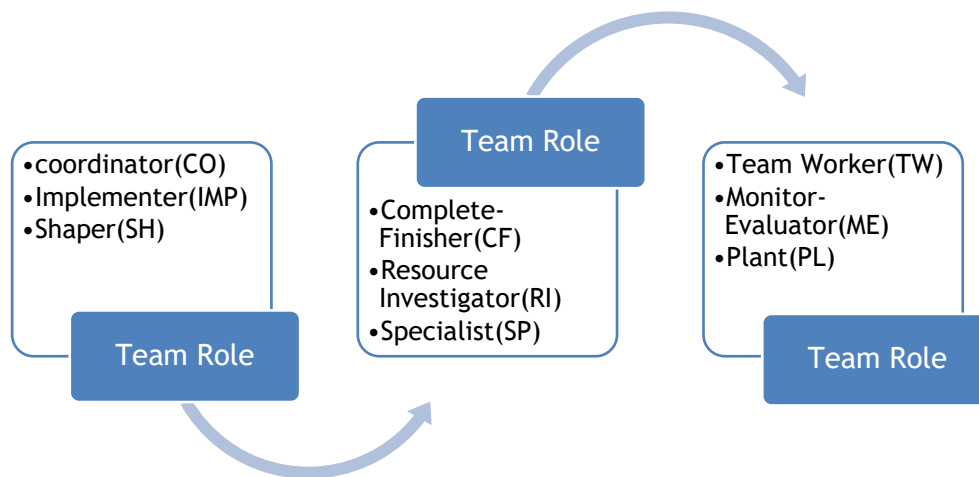


Figure 1: Illustration of Belbin's nine different roles for team working

Similarly, Tuckman (1965) has given the framework how to develop a team (his indications of team development are illustrated below in figure 2).

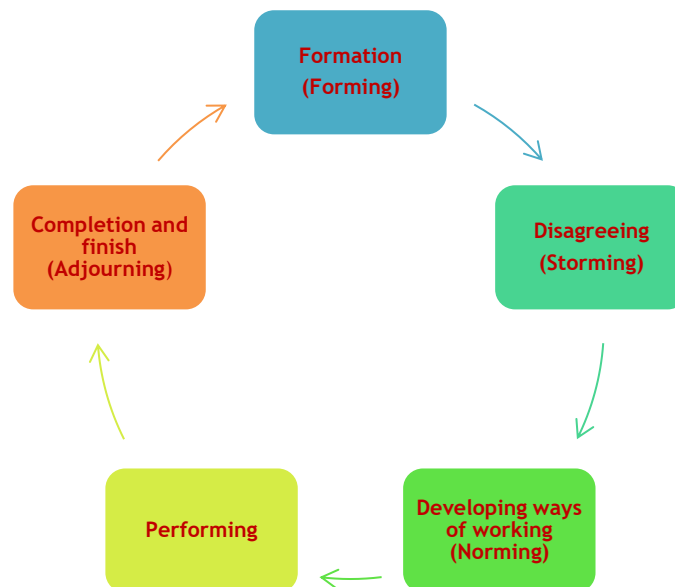


Figure 2: Tuckman's Team Development theory.

Team work skills are essential to achieve greatest cost-efficient results for individuals, patients or clients, practices and services. Team work skills are significantly associated with effectiveness and revolution of overall health care team through having robust team goal, more engaged team members, stronger obligation and assurance to the quality and higher level of provision in invention (Borrill et al,1999).

The efficient usages of team work skills in Health and Social care not only diminish medical mal-practices but also provide augmented patient protection and better-quality operative results as per West & Lyubovnikova, (2013). On the other hand, lack of team work skills can lead an organization or a person to a professional incompetency or complete failure. For example, if an individual's agendas and needs are incompatible with others or if there are personality conflicts, the ultimate organizational goal will be muddled up. Not having team work skills for employees not only lead an organization to a bleary vision but also have

distressing leadership skills with in the setting (Morgan, 2016). In addition, Communication particularly verbal form of communication is indispensable to enhance team work (Brindley & Raynolds, 2011).

As far as my understanding, I have a good level of team working skills as I have been working as a team leader for 3 years in a day care centre for learning disabilities and other disabled people. However, there is always a room for improvement. The reason I would like to progress more about this skill is to deal with my colleagues proficiently and effectively as well to pursue my dream career as a qualified registered manager in Health and Social Care.

Time management skills:

According to Morgan, (2017), time management is the capability to utilise the time more efficiently and is an essential skill for employability. In the words of Yanick and Ortlek, (2016), time management is well-defined as 'time monitoring and control' by accommodating loads of work and activities within a short period of time.

Good time management skill is not only the ability to device the usage of time successfully but also the aptitude to design schedules and accomplish tasks without excessive pressure and rigidity (Goudarzian et al, 2017). This is to accomplish by working for as long as possible, ensuring enough time for leisure as well as work successfully. Being able to do everything that needs to be done and being able to motivate others to complete the task effectively. Time moves, regardless of any circumstance and controlling it is impossible. The only possible way to handle this is to take control of life itself (Morgan, 2017).

How can time be managed effectively?

While Eisenhower's model (1954) emphasised on priority, urgency and importance to accomplish the task effectively (MindTools, 2019), Covey's (1989) time management matrix highlighted crisis, planning, unscheduled interruption, escape and routine to achieve goal (Morgan, 2017).

As per Goudarzian et al, (2017) six components of individual time management rule out the accomplishment, those can be implemented in health and social care efficiently, which are illustrated below in figure 3.



Figure 3: Goudarzian et al, (2017) 6 aspects of personal skill of time management.

Whereas, Mogan, (2017) emphasised on prioritisation of tasks within the limited time of the day by maintaining diaries. Prioritisation is the act of choosing which tasks or goals are to complete primarily as opposed to completing less important tasks first. The most important feature of the diary is its ability to increase productivity by allowing one to plan or keep track of their days by respecting those (Hellsten, 2011).

In the words of Morgan (2017), keeping a diary is 'remarkably simple and powerful'. The first step is identifying tasks such as identifying meetings or forwarding emails and writing them down. The second step is to prioritise them through certain variables and factors which determine the order one should work in. There are three factors that determine this to be successful: specifying the amount of time one task will take, ensuring that there is flexibility in the schedule and sticking to the formulated plan (Lakein, 1973).

Application of time management techniques comes in four steps. The first two things to do are to keep a diary and prioritise as mentioned above. Then, the effectiveness of one's current priorities should be questioned: if it is not effective, according steps should be taken to change priorities to fit one's current goals. Lastly, repeating and refining priorities consistently keep time effectiveness relevant to present day and successful.

However, according to Maund, Schriek and Tinkler (2016), weak self-control paired with the captivating leisure media of today can severely affect time management and employability skills. Research suggests, that many struggles with prioritisation, often choosing tasks that provide immediate success as opposed to steadily working to a long-term goal. This lack of control while prioritising evidently causes guilt within people as not much gets done. This is further highlighted with the fact that users are aware of their overuse of social media, with time spent watching videos directly correlating with lack of productivity. Many cannot control the idea urge to waste time scrolling through the many websites and devices available. The evidence suggests that a decline in work is associated with over attachment to leisure time on media.

I believe I have a moderate level of strength in managing time therefore, I must work hard to reach a very good level. Because, without proper time management skills, I will linger to reach my dream job as well as be successful in my career in near future.

Conclusion:

In recent times there are no alternatives but to learn and master contemporary employability skills like communication, team working and time management skills in order to survive self-confidently and collaboratively in modern employment sector such as Health and Social care.

Whether or not communication skills are used for exchanging views, building relationships, dealing with clients and professionals effectively, all employers including care sector proprietors demand of communications skills are prevalent due to a wide range of daily activities like in person meetings, training, discussions, estimations, writing and disseminating reports to professionals, responding numerous communications, debating and negotiating etc.

Nonetheless, communication skills play a vital role in upholding team work and collective collaborations. Without proper communication and team work skills a successful company cannot survive. Team work skill ensures mass productivity and efficiency by maintaining human chain through work or activities.

Even though the concept of time management is a prevalent one, it is evident that there is not much research behind it. However, the research that has been completed upon it suggests that it is essentially the management of tasks efficiently. Although this concept is simply put, many people struggle to manage time efficiently due to lack of discipline and self-constraint. However, this skill is highly recognised with professional communities as an essential asset to pave the way for success- not only for work, but in anything anyone does. Many have taken up several methods to improve their time management skills. In example, people keep diaries, and plan ahead to keep organised and well-informed.

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