

PART 1: EVALUATION OF EMPLOYABILITY SKILLS

INTRODUCTION

Essential transferable skills and personal attributes, which various individuals need to get those employed, continue being employed, and perform better in the workplace, are referred to as employability skills (Partnership, 2025). They have to learn communication, teamwork, problem solving, adaptability, time management, leadership, and digital literacy (Gvi, 2023). They are universal across jobs and across industries and are considered an essential requirement for success in a long term career, unlike technical or job specific skills (Madanan, 2024).

In a fiercely competitive job market, it is expected that employers want to see a firm basis for the qualification and experience for a role, and some employability skills applied to the job (Bright Network, n.d). Having these skills shows someone is able to work with others effectively, independently and positively contribute in the workplace.

As the employees continue to develop and apply such skills, they have a higher likelihood of meeting performance expectations, grow in the company and remain relevant when the industry changes. While investment in building one's employability skills is a good investment towards getting a job, the building of those skills is a necessity for developing a career that is going to be resilient and successful.

INDUSTRY RESEARCH

Healthcare Industry Overview

In the UK, the healthcare sector is a key sector offering specialised medical care to the people, which is mostly provided through the National Health Service (NHS) and private health care suppliers (Mtech Access, 2025). It includes main branches, for example, hospitals, GP surgeries, mental health support and customized care.

Major Employers

The UK's NHS (National Health Service) is the largest public healthcare provider in the country, employing in excess of 1.5 million people (in a variety of roles). It has GP surgeries and emergency services plus highly specialized medical care. NHS offers excellent training, career progression and job security in clinical and non clinical areas (Rolewicz et al., 2024).

Bupa UK is a leading provider of private medical care, private health insurance, and elderly care. Bupa works with healthcare professionals in an array of fields including nursing, therapy and management in hospitals, clinics and care homes across the UK. Bupa is a patient centered organization that promotes professional development and provides a great number of career opportunities (*About us | healthcare professionals | BUPA UK* n.d).

Typical Job Opportunities:

- Nurse
- Healthcare Assistant
- Pharmacists
- Physiotherapist
- General Practitioner

Key Employability Skills

Communication Skills	Effective communication is key to serving patients, families, and other healthcare professionals because it guarantees that everyone understands and can deliver their care well (Nathan, 2025).
Problem-Solving	In emergencies, healthcare professionals must be able to quickly analyze a situation, make an informed decision and diagnose a problem (<i>Problem solving in nursing: Strategies for your staff</i> 2024).
Adaptability	People working in the healthcare sector need to be flexible to absorb the latest technologies, treatments and the needs of the patient. Furthermore, helps workers face unpredictable situations head-on (Middleton et al., 2022).
Teamwork and Collaboration	To provide integrated, high quality care, collaboration with diverse staff in healthcare is needed (Rosen et al., 2018).
Empathy and Compassion	Roles in healthcare demand empathy as a necessity, since a patient may lose their composure in the most crucial of times and require such emotional support and comfort during treatment (Team, 2025).
Time Management	Being proficient at managing multiple tasks is key to delivering the right care to the patients and ensuring a smooth delivery of the services (Skills for Health, 2025).
Attention to Detail	To prevent errors in medication, diagnosis, treatment, among others, in a healthcare setting, accuracy or precision is important (Nathan, 2025).

Communication Services Industry Overview

The UK communication services sector consists of four main segments including telecommunications, internet services, mobile networks and customer support. The industry creates connectivity for businesses and individuals through its 5G technology platform improvements with a focus on better customer experience (*UK telecommunications industry - insight* 2024). Both technical specialists and non-technical staff receive support from this industry which functions essentially as an essential part of British digital economic operations.

Major Employers

The UK telecom industry leader BT Group (British Telecommunications) operates its headquarters in London. As an organization BT provides telecommunications services including broadband internet, mobile service, landline telephone, digital television and delivers business solutions encompassing Network and IT systems. BT operates nationwide with thousands of employees who maintain jobs across multiple divisions including customer service and engineering and sales and IT support (*BT Group: UK's leading telecommunications and network provider* n.d).

As the biggest mobile network operator and broadband provider of the UK, Vodafone UK is located in Newbury, Berkshire. It offers a variety of products and services for both consumers and businesses, such as mobile contracts, internet access, etc., along with digital communication tools (*Vodafone network: The Nation's Network: Vodafone UK* n.d).

Typical Job Opportunities:

- Customer Service Advisor
- Sales Associate
- Network Technician
- Call Centre Agent
- Retail Assistant

Key Employability Skills

Communication	Customer service, sales and technical support require clear verbal and written communication. It is important for employees to understand how information is being relayed to others clearly, to make sure people are communicating effectively and being willing to listen with an open mind (Chechi, 2024).
Teamwork	Better ability to work with others, share knowledge, and support team goals leads to better customer service (Watson, 2025).
Adaptability	Communications industry changes quickly with new technology and service changes. Employees should be willing to learn and adjust to new systems, tools, and approaches of working.
Customer Focused Attitude	BT and Vodafone are employers who prioritise friendly, patient and helpful candidates. It allows you to build trust, and maintain strong relationships with customers (Freshworks, 2024).
Problem-Solving Abilities	Employees have to be able to react quickly, and to come up with reasonable solutions to customer complaints, or technical issues. The ultimate traits that this industry wants are to remain calm under pressure and to take the initiative.
Technical Awareness	You should have a basic understanding of telecom products and services (whether that be a mobile plan, broadband, etc.) This helps employees to explain the features to the customers and even in non technical roles to support simple troubleshooting.

SKILL EVALUATION

Current Employability Skills

- Adaptability
- Communication Skills
- Ability to work in a Team
- Time Management
- Resilience

Comparison of My Skills with Industry Requirements

Current Skills	Alignment with Industry	Example
Adaptability	Adaptability is important to both industries as they are fast paced environments that change rapidly with technology or patient needs.	In the span of my semester abroad in the University of Wales Trinity Saint David, I picked up quickly on different teaching methods and expectations for group projects showcasing a sign of willingness to learn.
Communication	Both industries need this as a core skill. BT and Vodafone for example want people who can chat clearly with customers and colleagues, while NHS and Bupa expect healthcare professionals to detail treatments and calm patients.	At Zara where I worked part time, I had direct connection with customers and, for instance, explaining products or solving their complaints, helped me improve my verbal communication and listening.
Teamwork	Healthcare, like working with nurses, doctors or the admin staff and communication services, like call	As a student in group assignments and school events such as Piranha's Pit

	centres or marketing teams require teamwork.	I worked with peers to meet deadlines and meet team goals showing my reliability and cooperation.
Time Management	Efficiently completing tasks in overseeing customer servicing or patient care requires efficient time management.	I learned how to plan my days and prioritise my workload while working part time jobs alongside studying in uni, a skill that is extremely important if working as customer advisors or healthcare assistants.
Resilience	Emotionally demanding roles, like those in healthcare or fast paced customer service, require particular resilience.	I survived working during peak retail seasons and learned new things about patience and stress management, and although I often found myself being tested, stressed out, I stayed focused and professional while maintaining high standards of service.

Though I have a solid grasp on some core employability skills, such as communication, teamwork, adaptability and time management, there are other proficiencies that are often listed in job descriptions that I want to develop. For instance, strong problem solving capabilities as well as attention to detail are vital in communication services and healthcare roles, with stress or in more technical contexts. While I am resilient, I do know I need to develop some emotionally supportive skills for healthcare settings as well as having more empathy & knowing how to handle sensitive situations.

CONCLUSION

The best fit in relation to my current skills and my strengths in communication, adaptability, teamwork and time management is in the communication services industry. I worked in retail and school events and feel that my experience there lends itself to roles such as customer service advisor or marketing assistant at companies such as BT or Vodafone. During my time I developed excellent interpersonal and organisational skills. I shall attempt to make my personal brand to be approachable, reliable, good under pressure because that fits the fast paced nature of this industry. I like working with people and engaging with people, and customer facing roles require that. Although my technical and problem solving skills will be the focus of improvement, they still serve as a good foundation to build on.

REFERENCES

1. Partnership, S. B. (2025, February 7). Soft skills, transferable skills, employability skills, or essential skills...
<https://www.skillsbuilder.org/blog/soft-skills-transferable-skills-employability-skills-or-essential-skills>
2. Madanan, S. (2024, November 29). *Essential employable skills every student needs for a successful career*. Best Career Guidance and Career Counselling For Students Online.
<https://setmycareer.com/blog/essential-employable-skills-for-students.php#:~:text=E%20employable%20skills%20are%20essential%20for,chances%20of%20long-term%20success.>
3. Gvi. (2023, August 5). *Top 12 employability skills employers look for*. GVI.
<https://www.gvi.co.uk/blog/smb-top-12-employability-skills-employers-look-for/>
4. Bright Network. (n.d.). *Home*. Bright Network.
<https://www.brightnetwork.co.uk/graduate-career-advice/key-career-skills/top-10-employability-skills-for-getting-a-job/>
5. Nathan, W. by D. (2025). *Overview of the healthcare sector in the UK*. Prospects.ac.uk.
<https://www.prospects.ac.uk/jobs-and-work-experience/job-sectors/healthcare/overview-of-the-healthcare-sector-in-the-uk#what-skills-do-healthcare-employers-want>
6. Mtech Access. (2025, March 18). *Launching in the UK healthcare market*. Mtech Access.
<https://mtechaccess.co.uk/healthcare-market-in-the-uk/#:~:text=The%20UK%20has%20a%20universal%20public%20healthcare,the%20UK%27s%20population%20carries%20voluntary%20supplemental%20insurance.>
7. Rolewicz, L., Palmer, B., & Lobont, C. (2024, July 2). *The NHS workforce in Numbers*. Nuffield Trust.
<https://www.nuffieldtrust.org.uk/resource/the-nhs-workforce-in-numbers>
8. Bupa. (n.d.). About us | healthcare professionals | BUPA UK.
<https://www.bupa.co.uk/healthcare-professionals/about-us>
9. Team. (2025b, April 25). How to write a healthcare management resume (with example) | indeed.com.

<https://www.indeed.com/career-advice/resumes-cover-letters/healthcare-management-resume>

10. *Problem solving in nursing: Strategies for your staff*. ANA. (2024, February 13). <https://www.nursingworld.org/content-hub/resources/nursing-leadership/problem-solving-in-nursing/#:~:text=Problem-Solving%20Examples%20in%20Nursing,if%20the%20issue%20was%20resolved>.
11. Middleton, R., McKenzie, J., Andersen, P., Sheridan, L., Patulny, R., & Kinghorn, G. (2022). *Qualitatively exploring the attributes of adaptability and resilience amongst recently graduated nurses*. Nurse education in practice. <https://pubmed.ncbi.nlm.nih.gov/35839590/#:~:text=Adaptability%20and%20resilience%20are%20two%20critical%20attributes,face%20of%20rapidly%20changing%20and%20unpredictable%20circumstances.&text=Findings%20demonstrated%20that%20adaptability%20and%20resilience%20in,and%20required%20for%20effective%20nursing%20practice%20post-graduation>.
12. Rosen, M. A., DiazGranados, D., Dietz, A. S., Benishek, L. E., Thompson, D., Pronovost, P. J., & Weaver, S. J. (2018). *Teamwork in healthcare: Key discoveries enabling safer, high-quality care*. The American psychologist. <https://pmc.ncbi.nlm.nih.gov/articles/PMC6361117/#:~:text=Research%20on%20teams%20and%20teamwork,in%20the%20following%20two%20sections>.
13. Skills for Health. (2025, March 11). *Six time management tips for busy healthcare professionals*. <https://www.skillsforhealth.org.uk/article/six-time-management-tips-for-busy-healthcare-professionals/#:~:text=Time%20management%20is%20the%20process,mastering%20this%20skill%20is%20essential>.
14. *UK telecommunications industry - insight*. The Data City. (2024, August 30). <https://thedatacity.com/rtics/telecommunications-rtic0056/#:~:text=Largely%20comprised%20of%20telephone%20companies%20and%20internet,connectivity%2C%20wireless%20networks%2C%20broadcasting%20and%20satellite%20communications.&text=The%20sector%20has%20a%20turnover%20of%20£126.8bn,sector%20is%20growing%20at%202.4%%20per%20year>.
15. *BT Group: UK's leading telecommunications and network provider*. ironfx. (n.d.). <https://www.ironfx.com/en/bt-group-uks-leading-telecommunications-and-network-provider/>

16. *Vodafone network: The Nation's Network: Vodafone UK*. Vodafone network | The Nation's Network | Vodafone UK. (n.d.). <https://www.vodafone.co.uk/network>
17. Chechi, H. (2024, October 22). *Communication skills for customer service and why they're important*. Glion. <https://www.glion.edu/magazine/communication-skills-customer-service/#:~:text=Listening%20actively,Staying%20calm%20under%20pressure>
18. Watson, A. (2025, March 13). *Customer service teamwork: How to work better by working together*. RingCentral Blog. <https://www.ringcentral.com/us/en/blog/customer-service-teamwork/#:~:text=Having%20a%20team%20messaging%20app,served—and%20serious%20time%20saved>.
19. Freshworks. (2024, September 11). *10 tips to improve customer service communication*. <https://www.freshworks.com/explore-cx/customer-service-communication-tips/>

PART 2: REFLECTIVE ESSAY ON SKILL DEVELOPMENT

Introduction

This reflective essay evaluates my strengths in respect to roles in the communication services and healthcare industry, by making a critical evaluation of the employability skills that I acquired in the process. Through looking at my strengths and weaknesses in relation to what professionals expected, I identified areas I was confident in, like communication and teamwork and areas I needed to develop like problem-solving. In this reflection, I intend to determine how acquiring these skills aid in academic and career success, as well as how I can further develop my future employability.

Self Evaluation and Key Skill Development

This evaluation helped me determine that my best strengths are in communication, teamwork, and adaptability. I have experience in retail as well as school events which developed my ability to articulate my ideas clearly and work effectively with people. This complements the desire of private companies such as BT and Vodafone for the same qualities in their business development and market research staff involved in customer service and advertising.

Beyond the classes, teamwork has developed through group projects and collaborative events like Piranha's Pit. This is something that employers in healthcare and communication services have found valuable, particularly in places that require a lot of coordination in a fast paced environment (James, 2021).

Alongside this however I noticed many contradictions between how I perceive my skills and how they perform under pressure. I think I can be adaptive but my time studying abroad taught me I can have a hard time adjusting quickly to new systems or unspoken expectations. This implies that true adaptability is also about speed and confidence in making decisions (Lombart, 2022), and that's something I'm still working on.

My resilience proves to be another contradiction. I generally handle routine stress well, but emotionally intense situations, like those found in the healthcare industry, can be a struggle. According to Moudatsou et al., (2020) I still need to develop my emotional intelligence skills, specifically empathy and being able to help people dealing with hardships.

Application to Real-World Scenarios

These are developing insights that are very relevant to my growth as an academic and in my profession. Time management and the ability and need to communicate effectively are especially important in customer-facing communication services (Chechi, 2024). I've also improved my time management with balancing university deadlines and juggling part time work.

On the contrary, healthcare roles require resilience as well as the ability to stay calm in high stress and emotional places (Hendy, 2024). While I can be resilient academically, I haven't been exposed to real healthcare environments where emotional responses need to be managed sensitively. While I share some of the core skills, stuff like teamwork and patience, this limits my current readiness for roles such as that of healthcare assistant.

Gaps and Plans for Development

In addition this reflection also enabled me to identify gaps within my skill set that needed to be filled. For example, both industries rely heavily on problem solving whether it's for a patient or a customer (Care Learning, 2025). I've refined the basics of making decisions, but I'm new to tackling unexpected challenges without help. One of the five key skills for future jobs is problem solving, showing the need for improvement (ICAEW, n.d).

I also saw a major lack of technical knowledge. In communication services understanding digital tools and CRM systems is often a must in healthcare understanding basic medical or administrative systems is often demanded (Zendesk, 2025). To solve this I could perhaps take a few online short courses on such platforms as LinkedIn or FutureLearn to get better at my digital literacy and system awareness.

Future Plans and Professional Identity

The communication services industry seems to align with my current strengths and therefore, I believe it to be the best course for me. As I build my personal brand, I've learned to be very approachable, reliable and clear in my communication and that's something that plays into customer facing roles (Scout, 2025). I will look to enhance this further by working in internships or part time in a marketing or communications related field, and further develop my leadership qualities and further my technical skills.

In terms of academics, I will try to fit team based assignments into my schedule where I can be assigned team communications or coordination roles, practicing leadership and group dynamics. In addition to that I plan to write a little more often with the help of journals in order to track my personal growth.

Conclusion

To conclude, my reflection has given me a deeper understanding of how my employability skills match with the needs of the real world career opportunities. It provides both strengths such as communication and teamwork but also highlights areas of improvement, in problem solving, empathy and technical confidence. Moving forward, these insights shall direct my academic and professional path. However, I feel I am now more prepared to succeed in the communication services industry as it was by building on my strengths and filling the gaps.

REFERENCES

1. James, T. A. (2021, August 6). *Teamwork as a core value in health care*. Teamwork as a Core Value in Health Care | HMS Postgraduate Education. <https://postgraduateeducation.hms.harvard.edu/trends-medicine/teamwork-core-value-health-care/#:~:text=According%20to%20research%2C%20team-based,advance%20the%20health%20of%20populations>.
2. Lombart, A. (2022, January 11). *Transferable skills series- adaptability part 1: Careers and enterprise blog*. Career Development. <https://blogs.canterbury.ac.uk/careers/transferable-skills-series-adaptability-part-1/#:~:text=Cognitive%20Flexibility&text=This%20means%20that%2C%20when%20faced,problems%20when%20they%20do%20arrive>.
3. Chechi, H. (2024a, October 22). *Communication skills for customer service and why they're important*. Glion. <https://www.glion.edu/magazine/communication-skills-customer-service/#:~:text=Effective%20communication%20in%20customer%20service%20is%20essential,ensure%20that%20customers%20feel%20heard%20and%20respected>.
4. Hendy, N. (2024, June 3). *How to build resilience in Healthcare Professionals*. The Hub | High Speed Training. <https://www.highspeedtraining.co.uk/hub/how-to-build-resilience-in-healthcare-professionals/#:~:text=Building%20resilience%20in%20healthcare%20professionals%20contributes%20to%20positive%20workplace%20morale,the%20wellbeing%20of%20your%20staff>.
5. Care Learning. (2025, May 1). *What is problem solving in health and Social Care?* <https://carelearning.org.uk/blog/workforce/what-is-problem-solving-in-health-and-social-care/#:~:text=Problem%20solving%20in%20health%20and%20social%20care%20is%20a%20key,their%20quality%20of%20life%20improves>.
6. *Healthcare CRM software: Benefits + features*. Zendesk. (2025, February 5). <https://www.zendesk.co.uk/service/ticketing-system/healthcare-crm/>
7. *Problem solving*. ICAEW. (n.d.). <https://www.icaew.com/learning-and-development/job-essential-skills/employability-skills/problem-solving>
8. Scout, H. (2025). *21 Key Customer Service Skills (and how to develop them) - help scout*. Help Scout: Shared Inbox, Help Center, & Live Chat Software.

<https://www.helpscout.com/blog/customer-service-skills/#21-key-customer-service-skills>

9. Moudatsou, M., Stavropoulou, A., Philalithis, A., & Koukouli, S. (2020, January 30). *The role of empathy in health and Social Care Professionals*. Healthcare (Basel, Switzerland).

<https://pmc.ncbi.nlm.nih.gov/articles/PMC7151200/#:~:text=Empathy%2C%20i.e.%2C%20the%20ability%20to,and%20continuous%20education%20of%20professionals>.