

EMPLOYABILITY SKILLS

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1.0 INTRODUCTION

In a constantly changing environment, most employers are looking for employees with skills that can exceed qualifications and experiences. So,

possessing essential skills is very crucial as it helps workers deal with the challenges of everyday life. The dramatic changes of global economy have massively impacted on education, workplaces and our everyday life. Over the course of the year, many people will come across new jobs and encounter pressure and the need of flexibility. Macmillan education (2016). According to confederation of British Industry (2012) In 2011, many employers were looking not just for academic success but key employability skills. As a result, many students struggle to gain employment after achieving study due to the lack of appropriate skills required by the employers. In fact, Melbourne University (2018) describes university as the best place to develop employability skills and gives students the opportunity to achieve their future goals. These can be transferable skills, which are developed during work and other life experiences and technical skills, which are acquired through study and work places. As demand from employers are increasing, employees should be able to identify what specific skills are required and have a better understanding on how to apply them in the workplace.

The purpose of this report is to describe the benefit of employability skills for both employers and employees within the workplace and discuss the importance of possessing these essential skills.

The company that I am looking at is the business of car sales/rent within the Cardiff area.

2.0 INTERPERSONAL COMMUNICATION SKILLS

Interpersonal communication is complex. Normally, we communicate far more meaning than just the words we speak, and the way the other person understand may not be what we intended to express. (Moodle.com)

Skillsyouneed.com(2018) defines interpersonal skills as the skills that facilitate communication and interaction between workers. Good interpersonal skills allow workers to communicate effectively and to satisfy customers and client's anticipations, which lead, to a less stressful environment and a better workplace. There are different methods of

communications these can be verbal, nonverbal, written and visual. Lawrence R and alt (2018)

According to Perry M and alt (2008), effective communication in the workplace is an important element of success for every company, leader, manager, supervisor and employee. Good communication skills are key to implementing influence within and outside the workplace. There are three factors that can contribute to poor communication within an organisation. This includes change, time pressure and interpersonal conflict. Both employer and employees should be able to possess these skills. Barry B and Martin B (2008) declare that the ability to communicate effectively is strengthened through study and practice. But despite the importance of communication within an organization often very little is done to ensure that communication is effective. In practice the barriers to good communication can be grouped into those resulting from

2.1 Problem with words:

In most organization, people don't use the same words. The same words may have different meanings 'jargon', some words cannot be understood because of it special nature except to those who are working within that particular organisation.

2.2 Problem with perception:

Personal feeling can impact the way people interpret a message. Equally people's mood can affect the way information's are received as well as having a negative frame of mind. When facing too much information, people select information that sound appealing and filter out unwelcome messages.

2.3 Problem with distance:

Many people are less likely to communicate with people that live in a separate geographic environment. Further research has shown that people with a low status within an organization have difficulty communicating with those of higher status. These thesis has been supported by Ashley S (2016) stating that many employees find it very hard to communicate with the managers or boss. Fearful employees do anything they can to avoid unwanted attention and judgment from the management team. Having fear can be a barrier between employees and employer. So one of the best way to

overcome this is by humanizing the boss and find the root of the problem.
(the muse .com) <https://www.themuse.com/advice/how-to-get-over-your-fear-of-your-boss>

This can be a slippery slope and depend on the manager's disposition and ego. So the best way to do this is to develop relationship and bond with the manager or employer. First employees need to clearly state their needs. By being clear and brief, this will save time and help the manager decide the outcome in a timely manner. Employees need to pay attention to the manager communication preferences. Some managers do not mind being interrupted for a quick chat while for others, this can be perceived as lack of consideration. So, taking into account the best time to talk to the manager is crucial. Being loyal, a strong bond with the manager is vital. Even after moving companies this can still have a positive impact on future references. Another good aspect on how to communicate with the manager is by controlling body language. Susan M (2018) explains that the way we communicate nonverbally can be perceived differently by the audience and be contrary to what was meant to be expressed. She gives different cues that can affect the way employees communicate with employers vice versa:

2.4 Facial expression:

Human faces are incredibly expressive. So knowing how to control emotions such as anger, discuss and boredom is also very essential within the workplace.

2.5 Body language:

Employers and employees should take into consideration the way they sit, talk, move arms and avoid any inappropriate gestures.

2.6 Posture:

Employers and employees should be able to carry themselves with confidence as postures convey a message.

2.7 Eye contact:

Many people developed trust while maintaining good eye contact. Eye contact promotes a rapport with the receiver of the message and is used to convey interest and emotions. In fact Ruth.U (2017) from CNBC. Also

indicate that good eye contact is an important non-verbal cue because it can help people at work appear more confident, develop self-esteem and assertiveness. There are more skills attributed to interpersonal skills that are beneficial for workers within the company:

2.8 Active listening:

An employer should have the ability to listen to others with the purpose of gathering information and engaging with employees. Any distracting behaviour should be avoided. This can mean putting all laptops or mobile devices.

2.9 Dependability:

Employees should be able to be dependable. This means have the capability to take on any tasks given. Employers highly value dependable employees and trust them.

2.10 Empathy:

Employers may hire people with emotional intelligence to help understand the needs of others. This will create a positive high functioning workplace.

2.11 Leadership:

is an important interpersonal skill that involves effective decision-making. Effective managers combine many other interpersonal skills, like empathy and patience, to make decisions. Both managers and employees should use leadership skill. In any role, employers give more consideration to people who take ownership to reach common goals.

2.12 Teamwork:

The ability to work together as a team is extremely important within the workplace. Teamwork encompasses many other interpersonal skills like communication, active listening, flexibility and responsibility. Those who are good “team players” are often given essential tasks in the workplace and may be perceived as the ideal candidates for promotions.

3.0 NEGOTIATION SKILLS

According to Steven c, (2002) Negotiation is the process of two or more parties working together to arrive at a mutually acceptable purpose of one or more problems such as a contract, salary and business transactions. If well

conducted negotiation leave both parties satisfy about the outcome or the end result. (Negotiation skills for managers 2002/ London)

In other words, successful negotiation involves good interpersonal and communications skills used together to bring desired result. In fact, it is one of the skills that many employers look for when recruiting new employees. This is because good negotiation can close the best deal and lead to the company success and good reputation. Mark W. (2017)

Research suggests that good negotiation lead to 90 per cent success of the company. The more prepared the employee is preceding a negotiation; the more likely it is that the result of the negotiation will be approved for all parties involved.

The 2 keys things to do when preparing a negotiation is to firstly make sure to have all the information required about the forthcoming negotiation. Secondly, think about the negotiation process from the beginning to the end and be aware of any change of circumstances. As an employee, good negotiation skills are required in order to build relationship with strangers and secure a better deal of the product. Andy D (2016) explains that there are 10 keys skills to be a good negotiator:

3.1 Enunciation:

As an employee it is very important not to trip over words and trail off the end of sentences. Make sure to pronounce clearly have a clear voice for customer to understand.

3.2 Rapport:

It is very important also to build a good relationship with the client. Make the client feel comfortable and talk in a polite way.

3.3 Solving problem:

The employer needs to be expert in spotting a problem and solving it. For example, if the client encounters a problem, it is the employer responsibility to reassure them and this will build trust.

3.4 Fast decision-making:

Both employer and employees should be able to make quick decisions. This can range between agreeing to give a client a small discount or even offering them premium discount. For the decision making to become more fluent, employees need to familiarise with the products.

3.5 Assertiveness:

As an employee it is required to have confidence in the product and instil that confidence in the customers. Most customers are reluctant to buy on the spot but generally willing to know more about the product. So avoid being aggressive but be assertive with speech. The customer will have trust on the product.

3.6 Composure:

As employee composure is vital as sales can be stressful and sometimes frustrating. Some clients can be very demanding and ask many question to have a good understanding of the product. Always take deep breath and have patience to explain to the customer clearly how the product works. This will make the customer more likely to buy from the company.

3.7 Persuasion:

It is a more gentle aspect of selling and one that works better once there is a relationship establish between the employee and the customer. Persuasion is an obvious negotiation skill and can be used in a more subtle way. Talking things like statistic can also be a good way of persuading.

3.8 Knowledge:

It is very important to know the product inside out as some customers can ask difficult questions. If the employee is unable to answer some questions, it is good to ask to the manager.3.9 Translation: In many businesses, there unfamiliar terms that are used so, when talking to a potential customer it is important to translate the 'corporate' term into the 'laymens' term. Both employer and employees should be able to sump up product in a clear and accessible language as this will make it much more easier for the client to understand.

3.10 Listening:

Listening links to building rapport and trust with the customer. Andy d(2016) describe it the as the most important negotiation skill. Listening to people needs breaks the assumption that sales persons are always after money and don't listen to clients needs. When an employee is able to listen, the customer will also listen when it comes to selling the product.

4.0 TIME MANAGEMENT SKILLS:

Effective time management means setting smart goals, prioritizing, aiming and using technology that develop effective time management instead of hindering it. Time management is the primary skill of life that every individual should possess. (Bristol business college). Poor time management can cost the company enormous amount of money. The better this is done; the better is the earning within the company. Business owner maximize how much to be done everyday with good time management. According to USA small business administration (2016), the benefits of effective time management are as follow:

- Maximize what can be achieved at workday.
- Maximize the use of limited resources.
- Identify critical area for special resources.
- Identify tasks that can be attributed to employees.
- Track progress toward your goal.

In order to achieve an effective time management at work all employees need to have a plan and strategies.

4.1 Identify objective and goals:

As a small company it is best to set goals. First the goal of the company is to sale at least 10 cars and generates 10.000 pounds every month. Money should be then transferred to the bank every Friday. Every employee should continuously develop sales skills. Research online sources and check email twice weekly. It is important to know the long-term goal and short-term goal of the company. Check email twice weekly as well as voicemails. Update and maintain time management plan. Attend one sale training each year. Write down a business-marketing plan. Increase sale every year and get new clients.

Distraction can occur in any way at any time. This can be a telephone call, an unscheduled meeting or even unexpected visit at work. It is best to be brief and let the caller understand that distraction is not acceptable.

4.2 Prioritize tasks:

4.2.1 Several methods can be used to prioritize tasks. One of the methods is called Eisenhower method. This method categorizes tasks as important, not

important, urgent and non-urgent. This means plan to do urgent and important tasks on time but non-urgent tasks next. These are followed by urgent but non-important tasks and then not urgent and not important tasks.

4.2.2

ABC method also consists of ranking tasks in an alphabetical order such as a, b, c or 1,2,3.

4.2.4 Pareto analysis: consist of analysing favor doing the most critical 20 per cent of work that produces the biggest return. The Pareto principle is often called 80/20 Rule and is important in business. In other words, this mean, 20 per cent of the work will produce 80 per cent of the business.

4.2.5 Posec methodology: This acronym stands for prioritizing by organizing, streamlining, economizing and contributing. This simply means organizing daily tasks according to their urgency whenever there is free time. Elizabeth F (2018).

4.3 Scheduling:

Make sure there is enough time for important tasks.

Avoid taking many tasks at the same time.

Work steadily toward personal and career goals.

Understand what can be achieved with time given.

Achieve a good work balance life.

Add contingency time for the unexpected.

4.4 Updating Plan:

Time management plan should be consistently reviewed and updated. This consists of checking and replying to emails. Returning phones calls. Manage, maintain inventory and check all funds. Elizabeth F(2018)

5.0 NETWORKING

Networking is about connecting with people and not collecting people. It is about building and nurturing relationships, sharing information and selecting into hidden job market, learning about career opportunities, merging resources and expanding contacts. This skill maintains quality mutually beneficial relationships over lifetime. (Linda C.2018) Creating Connections: No matter what industry people can be in, networking helps enhance interpersonal communication skills by contacting different groups of

professionals. Mastering the art of opening a dialogue, asking engaging questions, and creating new connections is key not only for successful networking, but also for all business affairs.

Having a strong network is crucial for the development of the company. But it is important to know who to contact and build up the network with. As an employer it is better to consider the importance of having a strong network. Forbes Business development council (2017) There are many different ways of networking in business.

For this business, advertising, attending meetings and online are methods that the company is going to use in order to be successful. Employers should attend different networking events every month to increase new contacts.

5.1 Attend industry events:

Attending Events is a great way of meeting new people. Most attendees expect to meet new people so, it is a good thing to do some research before attending. Make sure to introduce yourself and remember that follow up after the events reinforces the connection that has been established.

5.2 Find relevant Meetups:

It is important to find the forums that not only work well for the company but also for the community surrounding work.

5.3 Plan out networking objectives:

Networking can be time consuming. As an employer it is better to have a plan and choose wisely which network to attend.

5.4 Find super-connector and help them out:

There are super connectors in every city. These are experienced peoples in networking. So, finding a way to create contact will generate great outcomes for the business.

5.5 Make time for face-to-face meeting:

Employers and employees need to spend time together to build up trust and exchange opinions with other companies. This will establish partnership that can go a long way.

5.6 Be respectful of people's time:

It is better to tailor questions according to the individuals. Make sure to develop some important questions that can be discussed in a deeper level bearing in mind that people can be busy.

5.7 Access available resources:

Another great way of networking is to join online networking groups and if possible include family and friends. By updating it regularly people will notify your presence.

6.0 CONCLUSION

To conclude, different peoples define skills in different ways. So, it is crucial identify what the employers are looking for and learn how to possess those skills and defy any obstacle that can impact us career wise and learn to be confident in the future. Whether it is a graduate position, or planning to have a job straight away, employer surveys will always continue to emphasize the need to have good key skills, transferable skills, the ability to network, and overall, a positive attitude. Workers should identify their skills as this can really help focus on which jobs might be more suitable. Although technical and basic skills are required to get past the initial application stage, other aspects such as personal qualities, attitudes, and general aptitudes are then seen as far more critical. A positive attitude to work, punctuality, flexibility, verbal communication skills, and the ability to make a professional introduction are all crucial when deciding whether to recruit a young person. Many skills are transferable, which means you can develop them in a learning, work, or social context and use or enhance them in other contexts. They help people to be flexible and adaptable, and to cope with any change.

7.0 Recommendation

Although the specific skills and experiences are required, workers should always need to match the criteria that the job requires. Same core set of capacities will always be in demand – particularly those that will allow candidates to learn and develop within their establishment.

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