

ACADEMIC AND EMPLOYABILITY SKILLS
UNIVERSITY OF WALES TRINITY SAINT DAVID
CAMPUS: Holborn Circus(London)
LEVEL 4 PROGRAMME: CERTIFICATE IN SKILLS FOR THE WORKPLACE
(HEALTH AND SOCIAL CARE) TERM 1
ACADEMIC YEAR :19/20
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COMMUNICATION

Communication is the process of understanding and passing information from one person to another.

In simple words is the process of transmitting and sharing ideas, opinions ,facts, values , knowledge and information.

Communication is used to impart or exchange words by speaking, writing or using some other means to give information.

Is important to have communication skills because it helps in daily activities.

It helps to understand and be understood .

Every communication involves (at least) one sender, a message and a recipient and can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location.

Categories of Communication

Spoken or Verbal Communication

Face to face communication and all types of media

Non-Verbal Communication

Gestures, how we dress or act, where we stand, and even our scent.

Written Communication

which includes letters, e-mails, social media, books, magazines, the Internet and other media.

Visualisations

graphs and charts, maps, logos and other visualisations can all communicate messages.

The communication process

The sender has to send a message in a way that the receiver will understand , then the receiver has to give a feedback.

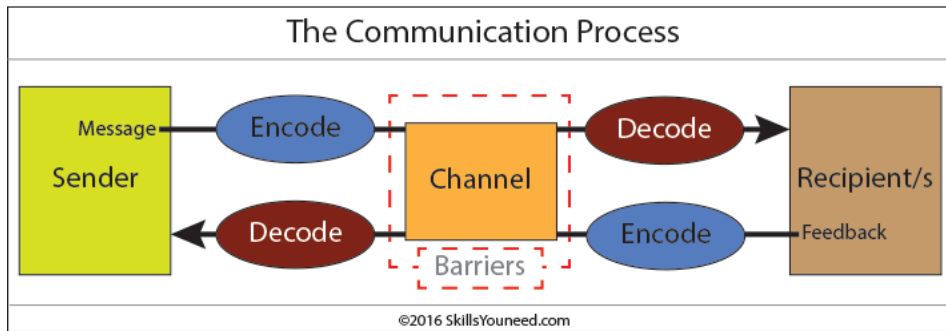
Misunderstanding can happen in a communication process but the sender has to make sure the receiver understands ;and be ready to repeat the message .

Effective communication involves minimising potential misunderstanding and overcoming any barriers to communication at each stage in the communication process.

The communicator has to get on with his audience and ask for feedback to know what they understood .

Encode and decode

The encoding of a message is the production of the message. ... The decoding of a message is how an audience member is able to understand, and interpret the message.



SkillsYouNeed (2017) *what is communication?* [online]

Available from:

<https://www.skillsyouneed.com/ips/what-is-communication.html>

COMMUNICATION SKILLS IN THE WORKPLACE

- Listening
- Body language
- Eye contact
- Verbal communication
- Team working

Listening

Is good to be a good listener ;it helps understand and collect the information the other person is giving.

Body language

Is important because it determines if someone is interested or paying attention to what the other person is saying.

Eye contact

Not a creepy stare of course ,is important and is part of body language;
It indicates if the person is focused and engaging the conversation.

Effective verbal communication

Between employees it also increases job satisfaction level.

Team working

Is important because it helps the team to work harder, cooperate and help each other
Cooperation helps to solve different issues and have best results.

Vartika Kashyap (2019) *Effective Communication in the Workplace: How and Why?*[online]

Proof hub Viewed on the 23 .12.19

Available from: <https://www.hrtechnologist.com/articles/employee-engagement/effective-communication-in-the-workplace-how-and-why/>

GROUP AND PROBLEM SHARING

Identify the problem

You can't solve a problem if people think there isn't any .

Ventilate feelings

We all need to be considered. Be sure that everyone has a chance to talk about how their feelings .

Describe the problem

Does everyone understand all the complexities involved?

Develop solutions

Discuss all the options and then make a proposal and choose the best one.

M. North(2020) *How to Communicate More Effectively in the Workplace*[online]

Viewed 24.12.19

Available from:

<https://www.extension.harvard.edu/professional-development/instructor/marjorie-north>

PARAPHRASE

Paraphrasing means changing or making easy someone else's view by using your own words. To paraphrase a text , you have to rewrite it with other words and let it make sense without changing the original idea.

Paraphrasing is similar to quoting, when you use someone's idea transform them in quotation marks. In academic writing, paraphrase is better than of quoting, and it let's people know that you are sure and understood what you are talking about ,and makes your work look brilliant.

When you paraphrase remember to always reference the source.

Also make sure to change the words and make it different from the original text if not you could be punished for plagiarism.

How to paraphrase?

- Read the text and make sure you understand everything
- Write down the important stuff
- Rewrite what you understood in your words
- Take your text and compare it to the original one
- Reference the source you took the information from

Courtney Gahan(2018) *How to paraphrase sources* [online]

Viewed on the 31.12.19

Available from:

<https://www.scribbr.com/author/courtney/>

Paraphrase and plagiarism

Plagiarism is when you take information from another person text with out mentioning the author of the original text .

That is stealing information because the original information doesn't come from you.

In many occasions paraphrase courses cases of plagiarism ; maybe some people don't know how to paraphrase correctly or they steal information from others.

There is more care in the research or plagiarism nowadays but to find them is more

complicated as well .

For once, the paraphrase system of search behind plagiarism have been checked , leaving us with a critical view of the changes of auto plagiarism detection systems.

Alberto Barrón-Cedeño (2019) *Plagiarism Meets Paraphrasing: Insights for the Next Generation in Automatic Plagiarism Detection* [online]

Viewed 30.12.19

Available from:

https://www.mitpressjournals.org/doi/full/10.1162/COLI_a_00153

REFERENCE

Giving reference means you need to specify which source you got the information from.

If someone is reading your writing work they might have curiosity to know where you got the information and if a reliable source; so referencing makes it easier for professors to know if their student did their research properly to be able to mark them.

CITATION

When you do research and take information from others even if you paraphrase you still have to specify where you got the information from because is not your knowledge or point of view .

The readers have to know where you got the information from, how and when you got them, from which source and who invented the information.

You have to acknowledge the writer with the source you used in your work.

SUMMARISE

Is when you analyse the original text then take the main point and then make a shorter version of the original text.

IN-TEXT CITATION

Is when in every paragraph of your writing you cite the source you got the information from.

QUOTE

Quoting is an important technique used to include information from outside sources in academic writing.

DIRECT AND INDIRECT QUOTES

Direct quotation are the words you hear from someone speaking, and an indirect quotation which are the words that someone else uses to describe another speaker.

BLOCK QUOTE

Is when you take a paragraph from the original written text with citation .

In a block quote you do not need quotation mark.

Purdue university online writing lab(2019) *Reference & Citation in Writing*[online]

Viewed 31.12.19

Available from :

https://owl.purdue.edu/owl/english_as_a_second_language/esl_students/key_concepts_for_writing_in_north_american_colleges/reference_and_citation_in_writing.html

TIME MANAGEMENT

“Time management” is the process of planning how to share your time between daily activities.

Time management helps you work better because you can do more things in less time.



During the day there are different types of activities that people do; and some people seem to achieve more than others because they organise their time with their activities so they have good time management.

Time management is the time you choose to spend in every activity .

Why time management is important?

It's important because it helps reduce stress and helps organise the activities of the day making them easier.

Time management is important because you can gain a lot from it .

8 Reasons why time management is important

Time is limited

There are only 24 hours in a day so the time is limited; so is important to learn how to manage limited time.

You can accomplish more with less effort

Instead of being stressed it's better to manage the time you have; once you get used to it things will be easier for you .

It increases the amount of things you can do in a day.

Improved decision-making ability

To learn how to make better decisions is an important skill of time management because you can focus and make good decisions when you are not stressed.

Become more successful in your career

It helps you take control of your life and making better decisions helping you achieve your aims.

Learning opportunities are everywhere

Everyone has opportunity to learn and have more knowledge.

More things you know more useful you are to your superior.

Reduce stress

Is good for your health because when you leave everything to the last moment can cause a lot of stress; so sharing your time properly is helpful.

Free time is necessary

Everyone needs more time to take care of their self and relax.

When you manage your time in a good way you will have spare time to enjoy your self.

Self-discipline is valuable

It helps achieve goals ; managing time helps in many important areas of life and it trains you to achieve your goals.

Time management helps you to achieve better things and set new goals in life because with less stress and more time things are easier and take less time to accomplish.

To make things easier just start a circle ;for example a list ,calendar and different types of applications can help set time tables.

Is also good to put the activities you need to accomplish in order from the most important one to the less important.

AppointmentPlus (2015) *Why Time Management Is Important?*[online]

Viewed 31.12.19

Available from:

<https://www.appointmentplus.com/blog/why-time-management-is-important/>

TIME MANAGEMENT IN THE WORKPLACE

To work in a good way with positive attitude is good to have control over the things you need to do and work on in your workplace.

Other reasons of time management being important in the workplace

Deliver work on time

Sharing time between your activities is important so your workload will not be difficult.

Organising your self between the task help you to achieve a better and must effective result.

Provide a better quality of work

To have better quality of work is better to share the task and activities.

Because if you rush to do your job is not going to be that good.

More productivity and efficiency

To be more professional and give the best results in your work good managing skills are important.

5 Steps for better time management at work

Plan

Planning is very important; is not just following a circle but is taking time to think about what you need to do in a smarter way.

Using a time table helps you using time in a smarter and more productive way.

Prioritise

Focus on the important stuff and leave the less important stuff behind.

When you focus on most important things that need to be done.

Don't multitask

A big time wasting.

To concentrate on too many things at a time will not help or lead you anywhere ,you will end up not accomplishing anything.

Take your time to and do one thing at a time.

Cut off distractions

Distractions take a lot of time.

Distractions can be chatty coworker ,social media , mobile phones and so on.

Is better to remove them from your time table .

Use a time tracking software

Use a software that helps calculate the time you spend doing some activities so you will know how much time you have dedicate to each activity.

Avoid procrastination

Don't delay important things to end up rushing and having ugly results

Sandeep Kashyap (2019) *Importance of Time Management in the Workplace*

Viewed 01.01.19

Available from:

<https://www.proofhub.com/author/sandeepkashyap>

Communication is very important in daily activities and workplace activities; to better everyone quality of life .

It serves to give opportunity to everyone to speak their mind.

Academic research and writing skills are very useful because they help people search and write in a more understandable way.