

Skills for the workplace
Module Assignment
Module Assignment Submission

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Introduction

This report is mainly describing the academic & Employability skills that I have gone through & the lacking I have found. To reach the highest success we all need to have the right skills, without these skills it's not possible to get the best job within the workplace. Employer search for the perfect employees that's why it's important to gather different types of employability skills to show the difference in the interview sessions (pears,2010).Preparing a CV to provide all the experience is mandatory because it reflects a person's capabilities & skills that an employer is looking for. Showing the difference in help to increase the chances to attract employee and all the necessary things that I have learned from this course.

Employability Skills:

Employability skills are skills required to gain employment; along with knowledge employers have a set of skills they require from an employee. (www.exeter.ac.uk) Employees should have skills and potential that will enable them to ensure growth and development within the company. Different jobs have differing roles and responsibilities that require different employability skills. (Bergman and Vloeberghs,2003). I am currently working as a Sales associate and there are employability skills I need to develop in order to gain credibility in search for a managerial position. I also aspire to own a cake shop and there are also similar skills I need to develop to do so.

Through a wide range of research I have found there are 8 main employability skills that are required by employers and that I need in order to progress into a managerial role and owner of a cake shop; communication, Teamwork, problem solving, self-management, technology, planning and organising, learning and initiative skills. (www.youthcentralvic.gov.uk)

Communication:

Communication skills allow managers to be able to listen act and explain their actions to employees as well as being able to explain their ideas to others. In order to be an effective manager I must be able to communicate in a multiple number of ways such as written or verbal so my employees are able to communicate with me therefore creating a positive workplace with happy and motivated employees and gain credibility. (www.prospects.ac.uk) Great managers have excellent communication skills; they are able to get their team on the same page so that everyone works toward the same objective. (www.tinypulse.com). Becoming a business owner also requires different types of communication skills such as enthusiasm, clarity, body language and negotiation. (www.smallbusiness.chron.com)

Teamwork:

A proficient manager will be able to encourage and inspire their employees to work together as a team but also be able to negotiate influence and compromise with customers and employees which can speed up the process of work. (www.targetjobs.com) from the perspective of an employer a manager should be able to lead their team effectively in order for the company to exceed.

Problem Solving:

A successful manager is able to solve problems and use resilience in order to promote team working skills and solve the problem effectively:

I-Identify the issue

D-Define the obstacles

E-Explore options

A-Act on an agreed choice

L-Look at the consequences

(Bransford and Stein Ideal Problem Solver 2002)

For example in a workplace not all employees will be motivated therefore, I should be able to motivate them by treating them with respect, encourage them to achieve their goals, praise them for their accomplishments and provide a work environment that improves employee wellbeing. (www.blog.makingitclear.com)

Self-management:

Self management skills are important for a manager to have as it allows them to perform at work and strive for their goals for example confidence is a self-management skill which ensures employees that you are sure of yourself making them trust in you to lead them and accomplish tasks. Self-management skills include resilience which can help overcome challenges that a business owner may face.

Planning and organising:

Being able to organise a task is vital and improves credibility for employers as well as helping you to achieve goals. (www.bigchoice.com) Planning and organising helps managers establish goals and determine objectives to each these goals. (www.smallbusiness.chron.com) Good organisation skills are essential to work flow management especially when owning your own business.

Learning:

Although you are a manager job roles are constantly changing, managers should be able to learn as changes come for example technology. A manager who doesn't have learning skills will not be able to experience new tasks in order to develop their weaknesses and strengthen their skills. As a business owner I should be able to evolve and learn from challenges I may face.

Initiative:

Thinking quickly and making improvements are essential in succeeding in the workplace and gaining credibility with employees. Employees recruited by the company are all skilled, the company may transfer their employees to different departments and to take role within a company so initiative is required so managers are able to adjust to new situations. Initiative is very essential when running a business in order for success to be achieved. (www.paggu.com)

Technology:

In the developing world technology is involved in almost every workplace therefore managers should be able to have basic technology skills and pass on their knowledge with other employees. And use of social media sites such as twitter help to promote businesses. Upon reading current affairs I have found that although technology helps many business there are many faults behind it that may affect the company such as cyber threats therefore as a manager and owner of my own business; when an incident like this occurs, it is crucial that organisations are able to return to business as usual quickly. (www.openaccessgovernment.org) Mike Clasper CBE president elect of the CMI said "Technology now speeds everything up so competition is heightened," this tells me the influence of new technologies on management and new business is huge so technology will be a key aspect of my job. (www.trainingjournal.com)

After identifying employability skills required for managerial positions and owning a business. I am going to make a personal SWOT analysis based on self-assessment and actual experiences as a Sales associate and sales assistant at companies such as next and TKmaxx. I will be assessing my strengths weaknesses and analysing opportunities I can find in order to improve them and gain credibility in search for employment.

Strengths:

I am a hardworking individual who is able to adjust to new challenges swiftly. I possess many skills such as good communication, leadership and the ability to work under pressure which I have shown throughout my career. As well as this I am approachable, reliable and a dedicated team player. I am good at self-management. I can manage my time well and get things done additionally I do well in learning; I am willing to put in time and effort into learning new skills.

In addition through research I have found that great managers work for the company and interact with employees so they don't feel hesitated to talk to you, I believe this is a quality I have.

Furthermore I have an urge to develop my skills and find opportunities to improve my weaknesses. For example working as a sales associate in TKmaxx helps me to improve my self-management and determination skills when working as part of a team I was also able to develop my culinary skills in order to become the owner of a cake shop.

A typical work day of a sales associate includes assisting in sales, arranging and organizing displays, and reporting to immediate supervisors. Customer service ranks as the most crucial aspect of my job therefore my communication skills help me to partake in the aspect daily.

(www.jobapplication.co.uk)

Weaknesses:

However in order to gain credibility there are some weaknesses that I need to develop:

Although I am able to interact with colleagues and customers I lack some confidence when doing so as a manager I would need to develop this especially when I need to speak to my employees in meetings. Improving my level of confidence will help me to accept feedback and also improve the confidence of my employees. Additionally, I don't have good public speaking skills. I will have to develop this weakness in order to gain credibility as I will be speaking under all kinds of circumstances for example if a customer has a complaint about an item or an employee and asks to speak to me I will have to use my public speaking and confidence skills which I am going to improve in order to diffuse the situation and ensure the customer is satisfied.

All types of communication are paramount in managerial tasks I have good verbal and written communication skills however as a manager I would need to develop them. I would need to write notes, emails letters and reports. One reason why I would need to develop my skills is because in a situation in which one of my employees or customers receives an email from me that has many grammatical areas and is incoherent this would lead to miscommunication so it is clear that writing skills are essential for me to develop.

Opportunities:

There are a number of tasks that will give me the opportunity to improve my weaknesses to gain credibility: I have the opportunity to gain a managerial position if I improve my confidence and public communication skills; from the perspective of a company looking for a manager my communication skills have to be impeccable. In order to do so I should partake in writing and public speaking classes and practice speaking in front of others to improve my confidence.

Being a small business owner will give me the opportunity to learn about the different needs of different clients and work with a team. The use of developing technology and social media gives me the opportunity to promote my business. Technology makes it possible to have a wider reach in the global market making it easier to attract more consumers. (www.oksbdc.org) For example the use of a Facebook page attracts the attention of online consumers and makes it more accessible for them to purchase products.

Threats:

Being a manager is a demanding career with high expectations and the long hours my workload will significantly increase. I will be responsible for all decisions that will affect employees and the company so all my decisions will have to be thoroughly analysed. Also there will be a competition of other seeking the same success in the same career so will have to work hard in improving my weaknesses in order to become a manager ; I don't feel advancing and changing technology is a threat towards owning a business or being a manager.

I have to be resilient and determined when facing problems, I also have to take into account health and safety issues when owning a cake shop. Although I have retail experience one of my main threats is inexperience in a managerial position which given the opportunity I can improve my skills to gain credibility.

After thorough research and evaluation into employability skills, how they help me to gain credibility and conducting a SWOT analysis I am aware of any threats towards my aspirations and how I am going to improve my weaknesses. Based on self-assessment I know the employability skills I have and the skills I need to develop. I can now make an inference that once I have developed my weaknesses I will be able to set realistic goals to help me start my own business and become a manager.

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