

ACADEMIC AND EMPLOYABILITY SKILLS

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INTRODUCTION

The purpose of this report is to analyze employability skills that are used in employment or academically.

The skills that need to be analyzed are communication, problem solving, time management, leading others and team work. These skills are very important and if applied together one would find it less challenging to be selected for a job.

COMMUNICATION SKILLS

Communication is the ability to effectively transfer a message from one place to the next. For us to understand communication on a deeper scale we must first look at the different processes of communication.

There are different codes of communication, the first code is that we think of something and then form it into words before expressing it through action. The code in which we communicate may often be in a language that those whom share the same language will understand. We can sometimes use 'jargon' or abbreviations that only those share the same culture understand. (Morgan, 2017).

In the workplace we often select 'media channel' as way to send a message to those we want to communicate to. Communicating in this way has made it quicker and faster for people to pass messages when working. There are many chat tools such as Whatsapp, Facebook messenger, mobile phones etc that can be used when communicating at work

The best communicational channels all depend on the type of resources you have available. There is a choice of resources to use which include written communication which simply would be made by email, letter, or messaging through mobile or a social media platform. Oral communication over the telephone adds what has been described as 'para linguistic cues', which can also be replaced 'emojis'. (Morgan, 2017).

Verbal and Non-verbal: at workplaces employees have different forms of communication such as verbal and non-verbal.

Verbal communication: this is a way of communicating through speech. The speed of the speech together with the tone, volume and pitch can have massive impact on how effectively the message gets translated in the workplace. (Morgan, 2017).

Non-verbal behavior: this type of communication strongly relies on the physical side of understanding a message and that is why facial expressions, body gestures and movement are vital. Facial expressions allow one to use eyes to receive information, it is recorded that there is around 250,000 different facial expressions we use when communicating so the brain must work at a very high speed to get message to the physical. (Morgan, 2017)

Body gestures are what we do when using our hands, arms and others to express the message we want to give.

Lastly gestures and movements make it easier for communication to be translated into the physical. Sign language relies heavily on this type of communication. What also helps in understanding movements is when the movement is repeated many times, that could avoid increased misunderstanding.

Our words and language can also have great impact on how communication is understood.

I feel I have very good communication skills because I listen carefully before I reply someone. In addition, I also make sure to wait until the person finishes speaking before I respond.

PROBLEM SOLVING SKILLS

Problem solving is a process that falls into stages of identifying what is wrong and taking steps to fix it effectively. The first stage is to identify the problem you want to solve. The second stage is to describe the problem in order to gain

understanding of the root of the problem. The fourth is to test the most possible cause, stage five is clarify the deeper cause and lastly by monitoring and gaining feedback you can check and make sure the process was successful. (Morgan,2017).

A manager can find this process very helpful when helping a customer. They must listen to the customer so they can define the problem, in that time, it helps if they take notes. After taking notes it will be important for the manager to brainstorm different solutions. The manager can put forward solutions to help the customer complaint.

The next step is to pick a solution that fits best, by looking carefully at the solutions from what they have brainstormed. The next step will be to act, now the manager must be confident with their decision and implement the decision effectively. "Once you understand the five steps of problem solving, you can build your skill level in each one". Tarvin. A, the 5 steps of problem solving, (2018).

I feel I have good problem-solving skills because each time I am at work and a problem surfaces I carefully find out the causes before advising the customer. An example is when a customer didn't like her hair, I asked what she didn't like and then positioned the hair where she preferred without complaining.

TIME MANAGEMENT

There is a huge importance of time management in the workplace, if an employee or manager has poor timing it will be a great strain on the business. Having good timing would enhance personal reputation, both colleagues and managers would trust and rely on the person that is most punctual. So how does one work on having good time keeping?

In 1989, Stephen Covey developed the 'Time Management Matrix'. The purpose of this tool is to help prioritize the things that are most important or urgent, that way individuals would know how to divide their time appropriately. Covey describes that the goals one has are either high, low urgent or high, low important. He describes that there are four different types of managers. (Covey 1989)

Crises: these individuals always spend their lives dealing with the most urgent things and although this may look on the outside like they are super busy, it causes them to stress and not have much time to do long term planning as all their time will be focused on the urgent things. (Morgan, 2017)

Unscheduled Interruptions: this is when things come up like maybe, an urgent phone call. Maybe there is something important scheduled and someone may answer that phone call and no longer do the important thing they scheduled, so they may end up focusing on the urgent things and not the important things which could result into a crisis. (Morgan, 2017).

Escapes and Routines: It is said that managers who are constantly fighting crises tend to be the ones who use 'escapes' more than others in work places. 'Escapes' are activities such as having a cigarette, watching T.V, going on social media or drinking alcohol. Escape activities are activities which use up less energy, they are not respected as say a leisure activity such as a sport, hiking or running on the sport. (Morgan, 2017).

Planning: Planning and scheduling are activities in themselves, some managers plan by considering their goals for the day or week. They consider the activities they have and prioritize each one by creating a 'to do' list. The benefits in doing this is a calmer life, as there is no need for escapes because things have been planned. That creates relaxation and hardly any surprises. (Morgan, 2017).

I feel that I need help in this area, I tend to have so much going that sometimes I fail to plan out my goals. I will take these steps and apply them to my work life.

LEADING OTHERS

What is a leader? A leader is someone who has followers, a leader has direction, influence vision and persuasion. This means that if a leader does not have anyone following them, they are not a good leader.

So how does one become a good leader in the workplace? Leadership is not about being popular it's about showing results; a manager must present the type of results their employees want to achieve. (Morgan, 2017)

Employees play a huge part in a relationship between leader and follower because if a manager is not respected by their followers it makes it much harder for the manager to lead. A manager would have more respect from their followers if they show that they are loyal to the team or business. They must have good knowledge about the company or things that surrounds the type of business they are managing. There must be a level of motivation on the behalf of whomever the manager leads, a leader must also be ready to undertake skills that support the group. Language and communication are also things that a leader must be careful in using as it's important that the group is always able to understand the manager. Guirdham (2001)

The next set of skills are important for the manager to poses as they would enable them to be able to influence their followers more easily through tough situations.

The manager must be energetic and motivational when leading the group, they must also have the skill to be honest and trustworthy. It is also important for the leader to have good organization skills and great intelligence. E.g If they give each member of the team a task, they should know each member strength and weakness.

Confidence is a very crucial thing to have when managing, without confidence a leader will not be able to have assurance or the ability to carry out leadership. Smith (2007).

I feel I have very good leadership skills and most importantly I think I am a natural leader because I am a very confident person however, I do need to work on my time keeping because without organization I will not be leading the best example for my employees.

TEAM WORK

Team work is good for the workplace because most businesses have groups of people working together so it is important that team members work well together. In the 1960's research was carried out by Tuckman (1965) that showed that the improvement of a group would perform better if these following stages are practiced.

The formation of a team is meant to help people feel relaxed that they would be part of a team and not feel segregated or alone. There are a few questions that the employees would have in mind, team members will wonder what they have signed up for. How well will they get on with everyone and how well will the team perform.

In a team there are always disagreements. Some disagreements may occur with team members having strong ideas about other team members. Some employees might start to compare abilities, some may not listen to each other and some may not show respect to each other. The combination of those things can lead to resentment and arguments amongst team members hence why the term 'storming' has been given when these situations arise.

Developing ways of working together and dissolving conflicts must be a high priority for the team leader, the team and team leader must both come together and work on some ground rules. These rules and regulations can be as simple as 'no shouting, swearing or violent behavior allowed'. This would give members of the team confidence to feel safe and comfortable in the workplace.

As a result of all the above applied into leadership, the manager would find that leading the team will be more pleasant. Team members will respectfully share views and disagreements with little to no conflict. The group would be held individually accountable for their actions, which will lead to responsibility. Tasks would be successfully completed due to everyone understanding their roles.

I think that I am good at working in a team as I am very good at listening and taking constructive criticism. I feel that I need to work on leading a team because I need better understanding of scheduling and organizing my time.

CONCLUTION

In this report I have concluded that there are core skills that are needed in order to be employed. A qualification is only half of what is required in the workplace. All businesses will require for one possess the skills listed above, if anyone is to have bad communication, lack of respect or bad organization skills it is only a matter of time before they are discharged. In each workplace there is a probation period in which the manager will assesses not only how well you work, but how good your employability skills are.

These skills should be adopted by both the leader/manager or employee.

I have learnt that I have skills that I need to work on and will work on starting from today. I will apply these skills when working at my workplace.

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