

Academic and Employability Skills

Term 2

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Introduction

Professional skills are interpreted as important skills and behaviours for each job, but professional skills are also called trained skills, basic skills and proficient skills. Workability enables people to interact with others, encourage problem-solving and critical thinking, make responsible and informed decisions, and develop leadership and understanding. Employers in the organisation offer a diverse range of employees and evaluate their employees' skills as they talk about how an individual communicates with colleagues and clients and depends on their performance and professional development (Stoffers, Van der Heijden and Jacobs, 2018). The main purpose of this report is to reflect the usefulness I learned during my internship.

Reflective Essay

The reflective essay will be based on the Gibbs reflective cycle, which is divided into the five stages, which includes description, feelings, evaluation, conclusion and the action plan. I would analyse my different skills and competencies that were developed and enhanced during the internship period and how it helped me to improve my overall skills and capabilities.

Description

For professional education and college, I have always been a bright star in the classroom because of my communication and leadership skills. In most group projects and presentations, I have been the leader of the team. However, in my internship, I never realised that work experience is very different from the work experience (Singh, Chawla, Agarwal and Desai,

2017). As a student, I realised that I needed to explore my hidden knowledge, which was not only a learning experience for me but also very difficult. However, my leadership skills and communication skills were very helpful during my internship, but I realised that the skills I needed to develop in college were only different from the ones I had developed during my career. New professionals and I have had the opportunity to improve my current skills; my experience in economics is undergraduate (Rothwell, 2015).

Feelings and evaluation

Communication Skills

I was a representative for the team during college days and had excellent communication skills. I also participated in many discussion competitions that allowed me to enhance my communication and discussion skills further. However, since I realise that I am usually jealous and that I share my concerns rather quickly, the communication skills necessary for my work experience change little. However, this experience has influenced my current communication skills. When I was asked to practice, and the instructor first whispered that he did not want to talk much, I was responsible for showing the greatest communication skills I used (Álvarez-González, López-Miguens and Caballero, 2017). Working with a mentor for ten weeks was a great experience for me as I had a close and friendly relationship with my mentor, which eventually led to greater skills.

Organising Skills

I am messy and my roommates and friends have helped me keep things organised during my college career. The exercise, however, requires that it be more organised and more precise, and these are the two main elements that I fundamentally miss. However, the first few days were difficult for me because I made an effort to arrive on time. However, my colleagues and friends helped me to be accurate because I think punctuality is the key to a successful process that also has a positive impact on managers and managers. In terms of organisational skills, I gradually learned to plan time; however, it is a challenge and a problem for me. At first, I lost some time because I could not manage my time efficiently (Rothwell, 2015). Thanks to this internship, I developed time management and planning skills, this time management ability helped me prioritise tasks, and now I can finish projects on time and most importantly, get to the office on time. Gradually I gained this ability, and I think it will be very useful in my career and personal life. The seniors at the internship also enabled me to identify the areas where I was lacking and informed me about the techniques that could be utilized in order to stay on time. One of the technique was not to see time from my mobile and always view it from a watch. Moreover the time of the watch needs to be 5 to 10 minutes ahead of the standard time and to always try to be 5 minutes earlier of the time so that others don't need to wait for you. This technique helped me in organizing my routine according to the allocated time.

Critical Thinking

I have always been impulsive and have encountered many problems, which have also become a problem in my exercise. In addition, I do not have the capacity to think critically and always make good decisions, which is always my bad choice (Álvarez-González, López-Miguens and Caballero, 2017). However, I quickly realised that I could not follow this trait of the career and had to become a critical thinker and make wise decisions. Gradually, this internship increased, and many of the tasks I needed to complete the exercises were necessary for my thinking skills. For me, this learning experience is very difficult because it requires many challenges to convince my football coach and the other players to understand my point of view. However, I think there is still a long way to go to develop your critical thinking skills.

Decision Making

Due to my impulsive prudence and sincere thought, I had to face many difficulties in my life, which became the main reason why I made many bad decisions. Even when I work with my classmates at university, my friends often help make final decisions for the whole group because my rash and irrational decisions are a challenge for me (Udayar, Fiori, Thalmayer and Rossier, 2018). However, the professional skills that I have developed in my work are logical decisions, and now, when I decide, I analyse all the pros and cons, I do what I think is most effective for my team and my organisation. In addition, this successful decision-making helps not only my career, but also my personal life, because now that I am making a personal decision, whether it is my decision or some other investment. Make decisions, make smart decisions, and weigh the pros and cons of each option. I noticed that my decision was very different because now I have fewer losses. The tasks assigned at the internship were not very critical however they required

taking decisions on immediate basis without providing opportunity to carry out analysis in detail. Therefore the tasks enabled me to take decisions based on existing knowledge and estimated outcomes which enhanced my capabilities and skills for the life ahead of me.

Emotional Intelligence

Emotional intelligence is a skill that most employees do not have, but employers are looking for it and want to hire people with skills such as emotional intelligence and personal knowledge. Compassion, compassion and patience for others are components of emotional intelligence that allow employees to empathise with others and understand their problems (Gunawan, Creed and Glendon, 2019). I still do not have the ability to understand the emotional needs of others, so I lack significant emotional intelligence. Working with my teammates, I gradually realised my feelings there and, since I was not used to starting, I started to listen to others (Karli, 2016). Over time, I gradually established emotional relationships with teammates, who helped me understand and respond to their emotional needs. I also realised that emotional intelligence is not only important for business but also that people must have emotional intelligence in their lives. In addition, I also realised that, through practice, I was more receptive to the ideas and opinions of others.

Adaptability

The purchasing environment is constantly changing and what was previously done manually is done on the machine, so it must be adapted to be in the business environment. Since the 21st century is a new century, if an individual cannot adapt to a situation, he is more likely to

fail (Gunawan, Creed and Glendon, 2019). However, in my career, I have struggled to adapt to my inner personality, but I had gradually adapted to a new environment, especially when I became a team leader.

Technological Skills

Although I have made an effort to use machines and devices, I have never liked technology, and despite the increasing use of sophisticated technology and devices, I am researching the basic technology that the whole world uses, such as computers and smartphones. The basic functionality of your smartphone. For me, working in an internship is a bit complicated because I have to work on sophisticated software such as MS Office and AutoCAD. At college, my friends helped me (Froehlich, Liu and Maria Van der Heijden, 2018). In this case, my work experience is a turning point for me because I need to work with this software, and I know nothing about it. However, I have read about them and seen courses on YouTube to understand them. I am not saying that I have learned all about the software and that I am not yet authorised to use the software. However, I am gradually learning how to use software that will help me do the job as quickly as possible and improve my performance and efficiency (Rothwell, 2015). The technological skills that I was taught about at my college and other institutions were observed to be slightly out of date as the companies have started using software which are better or newer versions. Therefore internship opportunity enabled me to understand professional proceedings along with knowledge about updated technologies that are currently followed in my subject area.

Ethical and Legal Responsibility

Thanks to my internship, I learned to shoulder responsibility as soon as possible, because I dare not take responsibility, especially not bad things. In this case, the internship experience is beneficial because I gradually take responsibility for the mistakes made in the internship and I face the consequences (Karli, 2016). I consider myself responsible for my mistakes in helping people learn more and develop professionally in this field.

Conclusion

Despite being competent in communication and leadership, I realise that internships can enhance the skills I have already acquired, but allow me to acquire many other skills that will not only help me in my future career, however, it also affects my personal life. In addition, I believe that these skills will also help me develop in the areas where I want to work. However, I think there is a lot to do because I have great learning skills and because my critical thinking and emotional intelligence still need to be improved.

Action Plan

To improve critical thinking and emotional ability, I will be practising with another company for the next vacation, as I believe that practical experience is the best and most effective way to learn new skills or things. In addition, I intend to learn more about these technologies and review their full-time and long-term YouTube courses, but I think I have what I am learning for employers who are constantly looking for the best skills.

References

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Mini-presentation Feedback Form

Student presenting: FLORINA

Date: 12/12/19

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

REPORT WRITING

Topic:	5	4	3	2	1	Comments
DELIVERY						
The presenter delivered the material in a clear and structured manner	☐	☐	☒	☐	☐	- Good volume of speech - Do not rely too heavily on notes → not much eye contact
The presenter was knowledgeable about the topic and any related issues	☐	☐	☐	☒	☐	
The presenter maintained my interest during the entire presentation	☐	☐	☒	☐	☐	
The presenter was enthusiastic about the topic	☐	☐	☐	☒	☐	
The presenter was well organised and prepared	☐	☐	☒	☐	☐	
Eye contact was maintained	☐	☐	☐	☒	☐	
Body language was appropriate	☐	☒	☐	☐	☐	
Time for presentation used effectively	☐	☐	☒	☐	☐	
The presenter was able to present the material without excessive dependence on notes	☐	☐	☐	☐	☒	
The volume was appropriate	☐	☒	☐	☐	☐	
The presenter spoke clearly	☐	☒	☐	☐	☐	
The pace of speech was natural	☐	☒	☐	☐	☐	
There was a clear introduction	☐	☐	☒	☐	☐	
There was a clear conclusion	☐	☐	☐	☐	☐	
CONTENT						
The topic was interesting	☐	☐	☒	☐	☐	- Not many examples used
The presentation was concise and informative	☐	☐	☒	☐	☐	
The presentation contained good examples	☐	☐	☐	☐	☒	
Content was relevant to the topic	☐	☐	☒	☐	☐	
Relevance to the module	☐	☐	☒	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE <u>100</u> POINTS EARNED <u> </u> GRADE <u> </u> %						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE PRESENTATION.
						MATT PEAKE

Please note the above grade is for general feedback purposes only; you still need to reflect on this presentation in your written assignment and attach the scan of this page as an appendix.

Mini-presentation Feedback Form

Student presenting: Florina Bidea

Date: 12/12/2019

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

Topic:	5	4	3	2	1	Comments
DELIVERY						Florina delivered a good presentation with good knowledge about the topic and also used the time efficiently
The presenter delivered the material in a clear and structured manner	☐	☐	☒	☐	☐	
The presenter was knowledgeable about the topic and any related issues	☐	☐	☒	☐	☐	
The presenter maintained my interest during the entire presentation	☐	☐	☒	☐	☐	
The presenter was enthusiastic about the topic	☐	☐	☐	☒	☐	
The presenter was well organised and prepared	☐	☐	☒	☐	☐	
Eye contact was maintained	☐	☐	☒	☐	☐	
Body language was appropriate	☐	☐	☒	☐	☐	
Time for presentation used effectively	☐	☐	☒	☐	☐	
The presenter was able to present the material without excessive dependence on notes	☐	☐	☐	☒	☐	
The volume was appropriate	☐	☐	☒	☐	☐	
The presenter spoke clearly	☐	☐	☒	☐	☐	
The pace of speech was natural	☐	☐	☒	☐	☐	
There was a clear introduction	☐	☐	☒	☐	☐	
There was a clear conclusion	☐	☐	☒	☐	☐	
CONTENT						
The topic was interesting	☐	☒	☐	☐	☐	
The presentation was concise and informative	☐	☐	☒	☐	☐	
The presentation contained good examples	☐	☐	☒	☐	☐	
Content was relevant to the topic	☐	☐	☒	☐	☐	
Relevance to the module	☐	☒	☐	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE <u>100</u> POINTS EARNED ____ GRADE ____ %						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE PRESENTATION.

Please note the above grade is for general feedback purposes only; you still need to reflect on this presentation in your written assignment and attach the scan of this page as an appendix.

Mini-presentation Feedback Form

Student presenting: FLORINA

Date: 12.12.2019

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

Topic:	5	4	3	2	1	Comments
DELIVERY						
The presenter delivered the material in a clear and structured manner	☐	☒	☐	☐	☐	<i>I met though.</i> <i>The presentation was clear, she gave a good introduction and conclusion.</i>
The presenter was knowledgeable about the topic and any related issues	☐	☐	☒	☐	☐	
The presenter maintained my interest during the entire presentation	☐	☒	☐	☐	☐	
The presenter was enthusiastic about the topic	☐	☒	☐	☐	☐	
The presenter was well organised and prepared	☐	☒	☐	☐	☐	
Eye contact was maintained	☐	☐	☒	☐	☐	
Body language was appropriate	☐	☐	☒	☐	☐	
Time for presentation used effectively	☐	☒	☐	☐	☐	
The presenter was able to present the material without excessive dependence on notes	☐	☐	☒	☐	☐	
The volume was appropriate	☐	☒	☐	☐	☐	
The presenter spoke clearly	☐	☒	☐	☐	☐	
The pace of speech was natural	☐	☒	☐	☐	☐	
There was a clear introduction	☐	☒	☐	☐	☐	
There was a clear conclusion	☐	☒	☐	☐	☐	
CONTENT						
The topic was interesting	☐	☒	☐	☐	☐	
The presentation was concise and informative	☐	☒	☐	☐	☐	
The presentation contained good examples	☐	☐	☒	☐	☐	
Content was relevant to the topic	☐	☐	☒	☐	☐	
Relevance to the module	☐	☒	☐	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE <u>100</u> POINTS EARNED ____ GRADE ____ %						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE PRESENTATION.

Please note the above grade is for general feedback purposes only; you still need to reflect on this presentation in your written assignment and attach the scan of this page as an appendix.



Academic and Employability Skills (ACE) – term 2
BMSW4001

In-class exercise 1: Cover letter writing

Student Name: FLORINA BIDEA Student ID: 1814440

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

Ex.1

Choose of the jobs provided by the lecturer. Read the chosen job description carefully. Write a cover letter as if you were going to apply for the job.

FLORINA BIDEA
(Your Name) WOLFEPOLE LANE, LONDON
1 Any Street, Anytown

(Hiring manager's name) MANAGER
(Hiring manager's company name) CHAMPIONIX
(Today's Date) 7/11/19

Dear MANAGER,

I wish to apply for the role of MARKETING AND SALES ASSISTANT.

Completed
I AM HIGHLY QUALIFIED FOR THIS ROLE, I ~~HAVE~~ ^{COMPLETED} A MARKETING AND SALES LEVEL 6 ~~AS REQUESTED~~ ^{AS REQUESTED} I EMPLOYED AS A SALES ASSISTANT FOR ADCC COMPANY FOR THE LAST 5 YEARS. MY ROLE WAS TO MANAGE CUSTOMER SERVICE, RETAIL SALES, TAKING ORDERS FACE TO FACE, PHONE ~~ANSWER~~ ^{ANSWERING} CUSTOMER ~~ADVICE~~ ^{ADVICE} AND PROBLEM SOLVING.

Advice
I HAVE GOOD COMMUNICATION SKILLS
I AM POSITIVE, FRIENDLY AND POSITIVE VIBES
I AM HIGHLY RESPONSIBLE WITH VERY GOOD INTERPERSONAL SKILLS ^{ED}

I AM QUITE DETERMINATE TO FINISH A TASK, ONCE I KNOW WHAT I HAVE TO DO I AM FAST AND ^{VERY} GOOD AT IT.

I HAVE GOOD TIME MANAGEMENT, TEAM WORKING AND HAPPY TO HELP OTHERS TO FINISH THEIR TASK IF NECESSARY.

I AM LOOKING FORWARD TO MEETING YOU FOR AN INTERVIEW AND PROVE MYSELF TO YOU THAT I CAN BE PART OF YOUR TEAM AND WORK TOGETHER TO SUCCESS.

Yours sincerely, FLORINA BIDEA

Lecturer's signature: _____

Date: 7/11/19

1 | Page



Academic and Employability Skills (ACE) – term 2
BMSW4001

In-class exercise 1: Cover letter writing

[Large handwritten signature]

Lecturer's comments: *Not bad You could have demonstrated given examples of certain skills. You did not mention anything about the company values. This is a marketing and sales position but you didn't seem to market or sell yourself.*

Lecturer's signature: _____

Date: 14.11.2019

** especially as you said you are "highly qualified".*

2 | Page