

Academic and Employability Skill for the Work Place

BMSW4001

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dealing with legal side of work
(payslips,banking,bookings,emails,orders)
Dealing with customers and most problems

STRENGTHS

Low temperament
Language barrier

WEAKNESSES

Taking over a brand new business
expand my knowledge

OPPORTUNITIES

THREATS

The purpose of this report is to show the impacts and the SWOT analysis on an extended platform.

Therefore, we will be using the Swot analysis, to analyze every aspect of one's Academic skill and the employability skill.

We will start off by explaining what Academic skills and employability skills are, along with those two we also have the Technical skills.

In addition we have SOFT SKILLS and HARD SKILLS, transferable (or known as exchangeable skills).

SOFT SKILLS are the communicating skills such as writing, speaking, listening and the body language.

HARD SKILLS: are the skills that make you qualified for a certain job. Hard skills can also be transferable skills or skills that can be taught.

ACADEMIC SKILLS: as have been documented by such organizations as ACT and Achieve, career-ready core academics and college-ready core academics are essentially the same, thus creating overlap in the preparation students need to be ready for postsecondary education and careers. All students need foundational academic knowledge, especially in math and English language arts, and, in today's economic environment, all high school students need the academic skills necessary to pursue postsecondary education without remediation the measure many consider "college readiness." However, to truly be career-ready, students also need to be able to apply academics in context, and some academic skills need more attention and development. For example, employers often cite deficiencies in English and written communications, such as memos, letters and complex technical reports. This supports the idea that most of the written material students will encounter in their careers is informational in nature, such as technical manuals and research articles, and they must be equipped academically to analyze and use these materials. Too often, these skills are not emphasized in traditional academic classrooms. Workplace deficiencies in math are also commonly noted, with more attention needed on areas such as data analysis and statistics, reasoning, and solving mathematical problems. Students must also be able to apply academic knowledge to authentic situations they may face in their

careers, a skill that takes practice and intentional instruction that may need to be tailored to a student's specific career goals.

EMPLOYABILITY SKILLS Employability skills have often been cited by employers as the skills most critical to workplace success in the 21st-century economy. These skills include (but are not limited to) critical thinking, adaptability, problem solving, oral and written communications, collaboration and teamwork, creativity, responsibility, professionalism, ethics, and technology use. Numerous groups have worked with business and industry leaders to identify employability skills critical to employee success, including the 1990 U.S. Department of Labor Secretary's Commission on Achieving Necessary Skills that produced the report "What Work Requires of Schools: A SCANS Report for America 2000," and, more recently, such groups as the Partnership for 21st Century Skills and the Society for Human Resource Management (SHRM). The report "Critical Skills Needs and Resources for the Changing Workforce,"⁴ by SHRM, stated that, "Overall, employers placed the greatest weight on employee adaptability and critical thinking skills. HR (human resource) professionals and employees both reported that adaptability/flexibility and critical thinking/problem-solving skills were of greatest importance now compared with two years ago." In the 2006 report, "Are They Really Ready to Work?,"⁵ employability skills "dominate rankings of knowledge and skills expected to increase in importance over the next five years." Employers identified critical thinking/problem solving, information-technology application, teamwork/collaboration, creativity/innovation and diversity as the top five such skills. Students must be provided opportunities to gain these skills and to learn to apply them to real-world life and work situations. Many of these employability skills are also necessary for "college readiness," creating some additional overlap between the two areas.

TECHNICAL SKILLS In order to actually be considered ready to enter a career, an individual must also possess at least some level of job-specific knowledge and skills. In the National Association of Manufacturers 2005 Skills Gap Report, "technical skills" was the top response to the question, "What types of skills will employees need more of over the next three years?" While many career

opportunities include a strong element of on-the-job training, some of these technical or industry-based skills must be acquired in advance. For example, technical skills are required for licensure in many professions, such as in most health care fields, or for broader industry certifications, such as the American Welding Society's Certified Welder credential. Through the States Career Clusters Initiative , business and industry leaders have identified key knowledge and skill statements across 16 career clusters and 79 more-specific pathways. These statements represent what students need to know and be able to do to be successful in the specified career area. While some of the statements cover the academic and employability-related areas discussed above, there are also key technical skills highlighted. The cluster-level skill statements are very broad, providing students with a foundation of knowledge that could be applied in numerous related careers. More specific pathway-level skills begin to hone students' abilities in a more defined career area.

Employability skills

There are several different ways we share information with one another. For example, we might use verbal communication when sharing a presentation with a group and we might use written communication when applying for a job or sending an email.

Verbal

Verbal communication is the use of language to transfer information through speaking or sign language. It is one of the most common types, often used during presentations, video conferences and phone calls, meetings and one-on-one conversations. Verbal communication is important because it is efficient. It can be helpful to support verbal communication with both nonverbal and written communication.

Nonverbal

Nonverbal communication is the use of body language, gestures and facial expressions to convey information to others. It can be used both intentionally and unintentionally. For example, you might smile unintentionally when you hear a pleasing or enjoyable idea or piece of information. Nonverbal communication is helpful when trying to understand others' thoughts and feelings.

Written

Written communication is the act of writing, typing or printing symbols like letters and numbers to convey information. It is helpful because it provides a record of information for reference. Writing is commonly used to share information through books, pamphlets, blogs, letters, memos and more. Emails and chats are a common form of written communication in the workplace.

Visual

Visual communication is the act of using photographs, art, drawings, sketches, charts and graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside written and/or verbal communication. Because people have different learning styles, visual communication might be more helpful for some to consume ideas and information.

Time managing in the work place

Why is Time Management Important at Work?

Time management can have a huge effect on your performance and productivity in the workplace. Not only will it make you a more efficient employee, but it will also help you meet deadlines, produce better quality work and develop yourself.

You've heard it before, 'time is money' and it's true. Everyone is given the same amount of time in a day and it is up to you to make the best use of your time. If you waste time at work, it means you are getting less work done, which in turn costs the company money.

Effective time management will mean you prioritise your tasks efficiently so that you focus on the most important and time-pressed tasks first. The last thing you want to do is waste time on things that don't matter and then rush the things that do.

Problem solving in the work place

Problem solving is all about using logic, as well as imagination, to make sense of a situation and come up with an intelligent solution. In fact, the best problem solvers actively anticipate potential future problems and act to prevent them or to mitigate their effects.

Your problem-solving abilities can be assessed in three ways: by asking for examples of times when you previously solved a problem; by presenting you with certain hypothetical situations and asking how you would respond to them; and by seeing how you apply your problem-solving skills to different tests and exercises.

Employability skills in Hospitality

Working within the hospitality industry can be extremely rewarding. Not only do you help customers on a daily basis, there are ample opportunities for career progression. Having said that, every career path obviously has its ups and downs. Working as a busboy or a pot washer, for example, can be quite tedious, but even these menial roles can provide you with a valuable set of transferable skills.

Teamwork:

Almost every job within the hospitality industry involves teamwork. For example, if you are a Restaurant Manager, you have to work with your Front of House staff

to ensure your customers remain happy. In the kitchens, team members must work together to make sure that food is prepared on time and to the correct standard. Without effective teamwork, customers won't experience the quality service that they expect.

Multi-tasking:

No day is the same within the hospitality industry. Customer footfall varies on a daily basis, therefore, staff must be able to multi-task in order to deal with a potentially high number of jobs in one day.

Flexibility:

Not only do the majority of hospitality staff work long and difficult shifts, they are also required to work during the holidays. Christmas and New Year, for example, are typically the most profitable time of year for hospitality companies. Staff must remain flexible with their personal plans to ensure that they can work when needed during the busy period.

Communication:

There is nothing worse, as a customer in a restaurant, when you approach a member of staff who is dismissive and rude. Communication skills are vital in ensuring that customers are happy. Don't worry, however, if you aren't naturally confident when talking to people you don't know. The hospitality industry is ideal for individuals who want to develop and refine their communication skills. This is due to the sheer number of people that hospitality staff encounter every day, each with their own queries and/or problems.

Problem-Solving:

As the hospitality industry is customer-focused, staff have to deal with multiple questions and problems every day. The ability to 'think quick on your feet' is learnt swiftly, so that staff can deal with these issues effectively. Problem-solving is also essential in order to manage your time. Thinking of ways to make your menial jobs less time-consuming means that you free up time to focus on harder tasks.

In simple terms, employability is about being capable of getting and keeping fulfilling work. More comprehensively, employability is the capability to move self-sufficiently within the labour market to realise potential through sustainable employment. For the individual, employability depends on the knowledge, skills

and attitudes they possess, the way they use those assets and present them to employers and the context (eg personal circumstances and labour market environment) within which they seek work.

Four components of employability

Assets

Deployment

Presentation

In the context of personal circumstances and the labour market

Finally and crucially, the ability to realise or actualise 'employability' assets depends on the individual's personal and external circumstances and the inter-relationship between the two.

This includes: personal circumstances – eg caring responsibilities, disabilities, and household status can all affect an individual's ability to seek different opportunities and will vary during an individual's life cycle external factors such as macro-economic demand and the pattern and level of job openings in their labour market, be it local or national; labour market regulation and benefit rules; and employer recruitment and selection behaviour.

Achieve, Inc., "What is College- and Career-Ready?," www.achieve.org/

2 Olsen, Lynn, "What Does 'Ready' Mean?," Education Week, www.educationalliance.org/StateScholars/Downloads/WhatDoesReadyMean.pdf.

3 Olsen, Lynn, "What Does 'Ready' Mean?"

4 Society for Human Resource Management, "Critical Skills Needs and Resources for the Changing Workforce: Keeping Skills Competitive

5 The Conference Board, Corporate Voices for Working Families, Partnership for 21st Century Skills, and the Society for Human Resource Management, "Are They Really Ready to Work?"

6 National Association of Manufacturers, "2005 Skills Gap Report- A Survey of the American Manufacturing Workforce

7 States Career Clusters Initiative, www.careerclusters.org.}