

Ashakur Rahman

Student No. 1706495

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Tutor: Shao Yuen

Academic and Employability skill

Reprographics management

I want to run the print department in my work place at the London Stock Exchange. I believe I will have to use the following skills to be an effective leader in this department. The most important skills required for this position is Time Management, Resilience and the ability to negotiate. These skills are important in the work place, especially in situations where I am under pressure as tasks need to be done quickly and efficiently. If these tasks are not completed or are not completed sufficiently, it could lead to events not going as planned. Therefore, there are huge pressures to complete tasks appropriately and be productive to an optimum level.

I have demonstrated these skills on many different occasions. The print room department in London Stock Exchange can become very stressful at times which pushed me to my limits and got the best out of me. I understand how you have to manage your time and be resilient when working under pressure which has allowed me to develop these skills. From working in this department for a long time, I have been able to breakdown projects in to tasks and prioritize them by using longer periods of time to work on the most important tasks, which increased my productivity. This report will analyze the three main skills which are needed to be an effective reprographic manager, how these skills will help me achieve my goals, and how I will develop these skills and be better organized.

“An idea can only become a reality once it is broken down into organized, actionable elements.” Scott Belsky, 2010

Time Management

Time management refers to the ability to use the amount of time I have for a task efficiently and productively, within the workforce. The key to good time management is prioritizing the most important tasks to the least important. By giving your attention on the urgent tasks first, it allows you to complete all tasks given to you and do them within deadlines which enables the workforce to work swiftly. Additionally, by prioritizing these tasks, it avoids them getting clogged up and not being completed properly. In the print room department, jobs come through by email every 5-10 mins. Each job gives us a deadline which vary from 10 minutes to a week. These job add up and our schedules would consist of 5 job which needs to be completed on the day, 6 jobs the next day and perhaps 10 jobs that need to be completed the following week. Hence, we need to do the 5 jobs first to meet its deadline then move onto the next 6 jobs which need to be completed the following day. In the workforce, there can be times where we do not have time to complete all tasks within deadline which can lead to a build up of stress. Therefore, we have to identify ways in which we have improve on our time management skills. By doing this, we can then adjust our routines and patterns to reduce any time related stress in the workplace. In order for me to be the best time manager, it is important to set clear goals, breaking these goals into small steps and monitoring your progress towards these goals. This will increase the productivity per worker as they will know what to achieve and how to achieve it by knowing the goal inside out and it's objectives. By doing this, it will also save time and money for the business. Time management also consists of organizing your work schedule, making a list to remind you of what you need to do and when and identifying if anything is going wrong to prevent delaying doing tasks or giving them when they're complete. I realize after working such a long time in this department, prioritization is very crucial to be an effective time manager. By prioritizing you are completing one task at a time and doing the most urgent one's first. If you do not follow this, and decide to do all the tasks at a time, none of the tasks will be fully complete within deadline. As David Allen says

"You can do anything, but not everything." (David Allen, 2001)

Resilience

Resilience is a person's capacity to respond to pressure and the demands within the workforce. In order to be resilient individuals need to be flexible, durable, mentally strong. They also need to have the ability to 'bounce back', which means employees will need to learn how to deal with the stress involved when completing tasks. Individuals who are resilient have the ability to cope with inevitable challenges, problems and set-backs, and come back stronger from them. Resilience depends on different skills such as rational thinking skills, physical and mental health, and your relationships with your co-workers. Resilience at work is now recognized as a defining characteristic of employees who deal well with the stresses and strains of the daily work life. I demonstrated this skill as I worked in a busy department in the London Stock Exchange for the past 16 years. Some examples where I had to be resilient in when the print machines broke, the network went down, etc. When these incidents used to occur, we could miss deadlines as we did not have the resources we needed to complete the tasks. This became a struggle as I was working with individuals who did not pull their weight and relied heavily on me when jobs came through. When the print machine used to break, it was very difficult as several jobs would still come through and old tasks would build up. Deadlines being missed therefore we would receive many phone calls from clients asking why the tasks are not done. We would have to explain to these clients why their jobs are not completed as well as trying to complete the clustered jobs. These occurrences were really stressful for me and tested my resilience, therefore I had to stay focused on how to complete the tasks given with the resources we had, and keep calm, which enabled me to think and work to my optimum level. This helped to strengthen my mental state as I would work under pressure and had to be resilient, hence when another stressful incident occurred I knew how to work through it calmly. This increased the productivity of my department as by being resilient we were able to keep calm and carry on. At work, resilient employees are better able to deal with the demands placed upon them, especially where those demands may require them to constantly deal with changing priorities and a heavy workload. I will develop my resilience through my thoughts, behavior and actions. When there is another stressful occurrence, I will try to maintain my patience even more so I can figure out what steps to take next to resolve the issue. I will try to develop habits that will increase my ability to work under pressure. A good half of the art of living is resilience. I will also

treat the problems that are in the workplace as a learning process and always try to develop on my resilience and learn new skills in the process.

“Life doesn’t get easier or more forgiving, we get stronger and more resilient.” Steve Maraboli 2009

Ability to Negotiate

Being a good negotiator means when you get to an agreement between two parties which both of them are happy with, hence is a compromise. Negotiators identify the problem, address the issue or they may even carry out a course of action. The different jobs where negotiation is vital are customer service, marketing, sales, management etc. Negotiation is a key skill as it prevents conflict in the workforce and determines workplace success.

“Let us never negotiate out of fear. But let us never fear to negotiate.

John F. Kennedy [Inaugural Address, January 20 1961]”

The negotiation process includes Discussion Preparation Clarification towards a Win-Win Outcome. Negotiation is not about individual achievements. The ability to negotiate is an art that is highly valued by many employers. Negotiation is a method by which people settle differences. It is a process by which compromise or agreement is reached while avoiding dispute and argument. The principles of fairness, seeking mutual benefit and maintaining a relationship are the keys to a successful outcome.

Negotiators need the skills to detect a problem to find out what each party has an interest in, therefore they need to be active listeners while they listen to both parties. To be a good listener you need to be able to read body language well and also be a good communicator. After listening to both sides, you need to come to an agreement and compromise with the both parties to keep both interests at heart. Negotiation in the workforce must be able to communicate clearly to the other party to get your point across effectively.

It is essential to get your point across succinctly and effectively, otherwise we will never be going to persuade the other side. The skill of being a good persuader is being organised at all time. As a leader you should have the ability to inspire others act decisively during a negotiation.

I have demonstrated my negotiation skills in many different occasions in my workplace. One example of a time where I used my negotiation skills is when there was a deadline to meet the next day due to an event. My task was to finish 100 copies of booklets to give to the guests of the event. The event managers were stern and wanted these copies in the same day, however I knew I was not able to meet this deadline due to other tasks not being completed. Therefore I had to persuade the event managers and compromise with them using my negotiation skills. By using these skills, it allowed me to extend the deadline the following morning at 9. This shows the importance of having negotiation skills as it enables you to compromise with another party.

“Negotiation is not an act of battle; it’s a process of discovery. The goal is to uncover as much information as possible. Chris Voss 2017

Conclusion

Time management is a great skill to have and very important skill to be learned and to be mastered. By managing time well, you will no longer suffer from stress and your task at work will be done on time and with great quality.

The quality of resilience This ability varies from person to person. Failure acts as a motivation for them to achieve their goals. Resilience improves the quality of life of a person. Individual resilience has a major part in the success of any organization. Resilient workforce can handle their stress and work tasks effectively which results in a better performance of the organization.

To be a good negotiator, you need to be aware of how different behaviours and attitudes in your workforce which can have an impact on overall performance and

productivity of a company. If a negotiation takes place, and one side is not happy with the outcome, then it will demotivate them to do their tasks and work effectively which will have a negative impact on the workplace productivity levels. you need to ensure that both party's is just as happy as you are with the agreement made.

After working consistently, you will start, to develop these skills naturally as these skills enable individuals to complete daily tasks given to them by their employer. It is very important to have these skills in the workforce as it enables employees to be productive and efficient.

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