



ACADEMIC AND EMPLOYABILITY SKILLS

BMSW4001

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Aims of the presentation

1. Why Healthcare Assistant (HA)?
2. SWOT analysis
3. Employability skills
 - ✓ Communication skills (oral and written communication)
 - ✓ Interpersonal skills (teamworking and decision making skills)
 - ✓ Personal skills (time management skills)

Why Healthcare Assistant (HA)

- ❖ To help sick people
- ❖ To gain experience working in teams
- ❖ To move up the career ladder – completed 8 NHS courses
(e.g. Health and Safety, Equality Diversity and Human Rights Awareness, Infection Prevention, Moving and Handling)

SWOT analysis

STRENGTHS

- honest
- reliable
- responsible
- oral communication skills
- team working skills

WEAKNESSES

- time management skills
- decision making skills

OPPORTUNITIES

- course in Health and Social Care

THREATS

- distracted by social media

Communication Skills

❖ Oral communication skills (Skills for Care, 2016)

■ Verbal communication

- Think about what you are saying
- Be an active listener
- Tone and pace
- Clarify messages
- Showing empathy when communicating

■ Non-verbal communication

- Eye contact
- facial expressions
- Posture
- gestures

❖ Written communication skills

- emails
- patients' notes

Interpersonal skills

❖ Teamworking skills (Mickan and Rodger, 2000)

Table 1: Characteristics of effective teamwork

Organisational structure	Individual contribution	Team processes
Clear purpose	Self knowledge	Coordination
Appropriate culture	Trust	Communication
Specified task	Commitment	Cohesion
Distinct roles	Flexibility	Decision making
Suitable leadership		Conflict management
Relevant members		Social relationships
Adequate resources		Performance feedback

Interpersonal skills

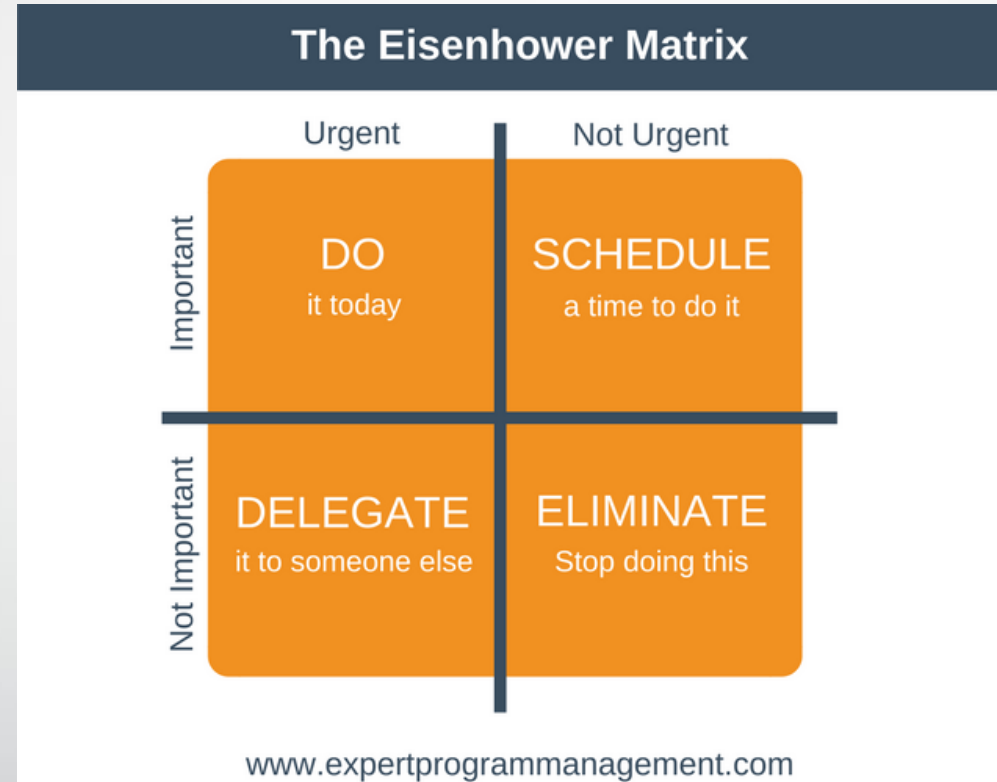
❖ Decision making skills

- **Shared decision making (SDM) in NHS** (NHS England and NHS Improvement, 2019)
 - Decisions based on their personal preferences
 - Evidence-based decision

Personal Skills

❖ Time management skills (NCVO Knowhow, 2019)

- Plan ahead
- Prioritize
- Interruptions
- Distractions
- Rest



(EPM, 2018)

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