

The background is a solid light pink color. It is decorated with numerous water droplets of various sizes. Some droplets are white with grey outlines, while others are a translucent pink color. They are scattered across the page, with a higher concentration in the top-left and bottom-right corners.

SKILLS FOR LIFE- EMPLOYABILITY AND FUTURE PATHWAYS (ECGE6001)

JOB DESCRIPTION

“Skills - You are required to:

- **Have strong crisis management skills and the ability to deal with stressful and difficult situations**
- Have good computer literacy skills and experience of working with databases
- **Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.**
- **Have excellent organisational skills**
- **Plan and complete own workload”**

(Eva Women's Aid, 2019)

“Personal Qualities - You Will Be Required To:

- **Be Compassionate And Empathetic With Your Client’s Situation**
- **Show Initiative And Be Proactive When Managing Your Case Load And Interacting With Service Users And Agencies**
- **Work Flexibly As Part Of A Team**
- **Be Optimistic About Personal Growth, Change And Adaptability**
- **Maintain Personal And Professional Boundaries**
- **Act With Integrity And Respect When Working With Clients, Agencies And Individuals”**

“Experience – You MUST have experience of

- Working with vulnerable women
- Working within a team

Experience of working in a Refuge or with a domestic abuse/sexual violence organisation would be an advantage”

(Eva Women's Aid, 2019)

“Have strong crisis management skills and the ability to deal with stressful and difficult situations”

(Eva Women's Aid, 2019)

“Work Flexibly As Part Of A Team”

Responsibility: taking responsibility in a situation does not mean taking the blame (although it can mean accepting some if applicable) but moving beyond any possible faults of others to solve the problem in the best way possible (Cottrell, 2010).

It is then important to:

- Analyse the situation
- Try and identify possible solutions
- Implement the solutions
- Evaluation (What did you learn and how could it have been done differently?)

(Crandall, Parnell & Spillan, 2014)

The importance of Reflective Practice

Planning and identifying possible solutions and intervention

Reflection in action

Is the intervention still going towards the agreed objectives? If not why? Does something need to be changed?

Outcome

Reflection on action *were the solutions effective? Could they be improved?*

“Be Optimistic About Personal Growth, Change And Adaptability”

(Eva Women's Aid, 2019)

(Knott & Scragg, 2013)

“Have excellent organisational skills”

“Plan and complete own workload”

(Eva Women's Aid, 2019)

Time management

1. Use time that could be otherwise wasted.
2. Motivation
3. Is it worth it? What is gained from spending a lot of time on something?
4. Plan how much time is needed for what you have to do
5. Know when to say no and when to ask for help
6. Know when you can delegate to others

(Cottrell, 2010)

“Act With Integrity And Respect When Working With Clients, Agencies And Individuals”

“Be Compassionate And Empathetic With Your Client’s Situation”

(Eva Women's Aid, 2019)

Professional behaviours

1. Integrity
2. Empathy
3. Self-motivation
4. Appearance and personal hygiene
5. Self Confidence
6. Communications
7. Time management
8. Teamwork and diplomacy
9. Respect
10. Service user advocacy
11. Careful delivery of service

“Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals”

(Dicks, 2019)

The 'Eight Levels' Framework

- Environment
- Object of learning (nature of task, content)
- Behaviour
- Capability
- Emotion
- Belief
- Identity
- Higher purpose

(Cottrell, 2010)

The Big Five Personality Factors

Traits that are used to establish distinct differences between people:

- Openness/Close Mindedness
- Conscientiousness/Heedlessness
- Extroversion/Introversion
- Agreeableness/Hostility
- Neuroticism/Stability

Conscientiousness has shown to be the most positive trait, linked to high performance and knowledge within the workplace.

(Mullins, 2016)

Quiet Quiz: Are You an Introvert or an Extrovert?

To find out where you fall on the introvert-extrovert spectrum, answer each question True or False, choosing the one that applies to you more often than not.

1. _____ I prefer one-on-one conversations to group activities.
2. _____ I often prefer to express myself in writing.
3. _____ I enjoy solitude.
4. _____ I seem to care about wealth, fame, and status less than my peers.
5. _____ I dislike small talk, but I enjoy talking in depth about topics that matter to me.
6. _____ People tell me that I'm a good listener.
7. _____ I'm not a big risk-taker.
8. _____ I enjoy work that allows me to "dive in" with few interruptions.
9. _____ I like to celebrate birthdays on a small scale, with only one or two close friends or family members.
10. _____ People describe me as "soft-spoken" or "mellow."
11. _____ I prefer not to show or discuss my work with others until it's finished.
12. _____ I dislike conflict.
13. _____ I do my best work on my own.
14. _____ I tend to think before I speak.
15. _____ I feel drained after being out and about, even if I've enjoyed myself.
16. _____ I often let calls go through to voice mail.
17. _____ If you had to choose, I'd prefer a weekend with absolutely nothing to do to one with too many things scheduled.
18. _____ I don't enjoy multitasking.
19. _____ I can concentrate easily.
20. _____ In classroom situations, I prefer lectures to seminars.

The more often you answered True, the more introverted you are. This is an informal quiz, not a scientifically validated personality test. The questions were formulated based on characteristics of introversion often accepted by contemporary researchers.

(Cain, 2012)

Excerpted from: *Quiet: The Power of Introverts in a World That Can't Stop Talking* by Susan Cain

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Images:

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