



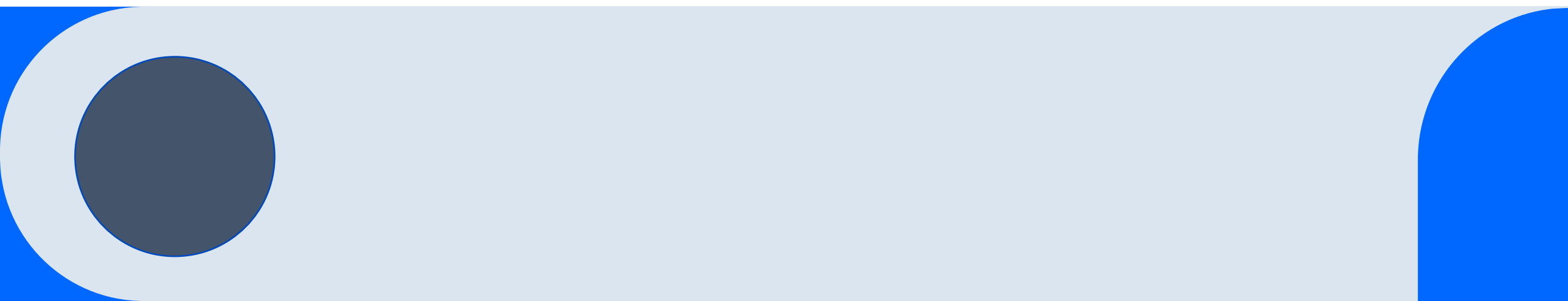
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Module name: Academic and
Employability Skills

Module Code: BMSW4001_LON

Lecturer's name: Anita Nan



Overview

- ❖ My intended career
- ❖ SWOT Analysis
- ❖ Motivation
- ❖ Decision making
- ❖ Teamworking
- ❖ Personal Development Plan
- ❖ Conclusion
- ❖ References

My Intended Career

Cabin Crew

RESPONSIBILITIES

- ❖ Demonstrating the safety procedures professionally
- ❖ Providing personalised assistance to passengers with special needs
- ❖ Welcome passengers on board

SKILLS NEEDED

- ❖ Excellent interpersonal skills
- ❖ Tactful behaviour
- ❖ Excellent vision and hearing

SWOT Analysis

Strengths

Conflict management skills

Quick thinking

Customer service skills

Empathy

Flexibility

Opportunities

Progression to a higher position

Working in a ground-based job

Travelling

Weaknesses

Perfectionism

Timidity

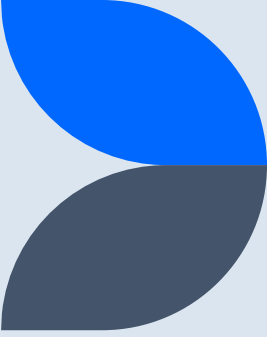
Indecisiveness

Fear of public speaking

Threats

Altitude-based radiation

Disruption to the body clock through
irregular and anti-social shift pattern



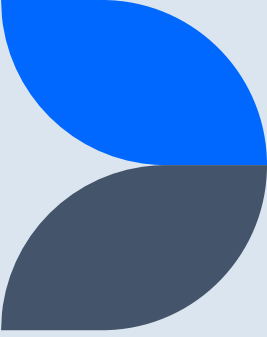
Motivation

- ❖ The opportunity of meeting new people
- ❖ Experiencing a different job
- ❖ Making customers feel welcome, important and safe
- ❖ Travelling around the world
- ❖ Developing new skills

Decision making

- ❖ Problem-solving
- ❖ Leadership
- ❖ Logical reasoning
- ❖ Intuition
- ❖ Teamwork
- ❖ Emotional intelligence
- ❖ Creativity

Team Working



- Enhanced personal growth
- Boosted productivity
- Expanded creativity
- Fewer mistakes
- This skill will make me better in problem-solving
- Increased potential for innovation
- Smarter risk taking

Personal Development Plan (PDP)

- ✓ Personal skills
- ✓ Stepping out of the comfort zone
- ✓ Personal power and improvement
- ✓ Empowerment
- ✓ Analysis and objectives

Conclusion

- ❖ I have improved my communication and writing skills
- ❖ I have a better vision on self-development
- ❖ This will improve my search on new job opportunities
- ❖ Boosted confidence
- ❖ I understand my goals and aims more clearly



References

Brian Tracy: 4-step process to become a professional speaker

Cabin Crew Interview Questions and Answers

How2Become.com