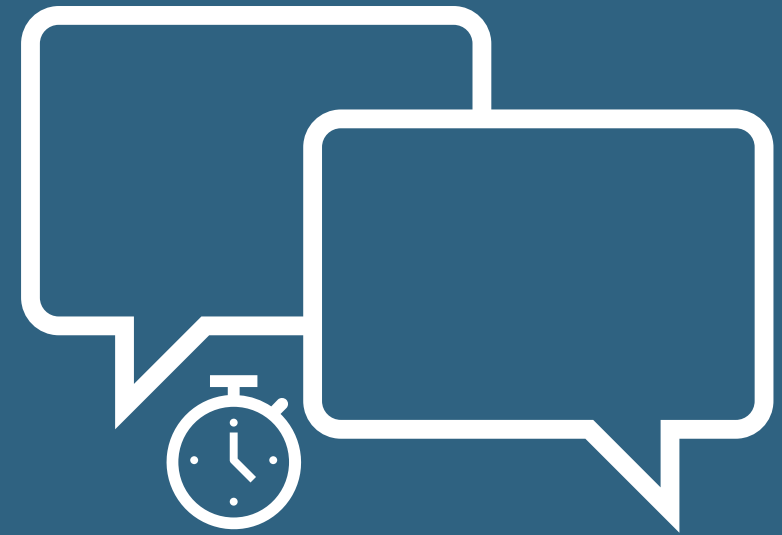


Business Skills:

Week 6 - Transferable Skills

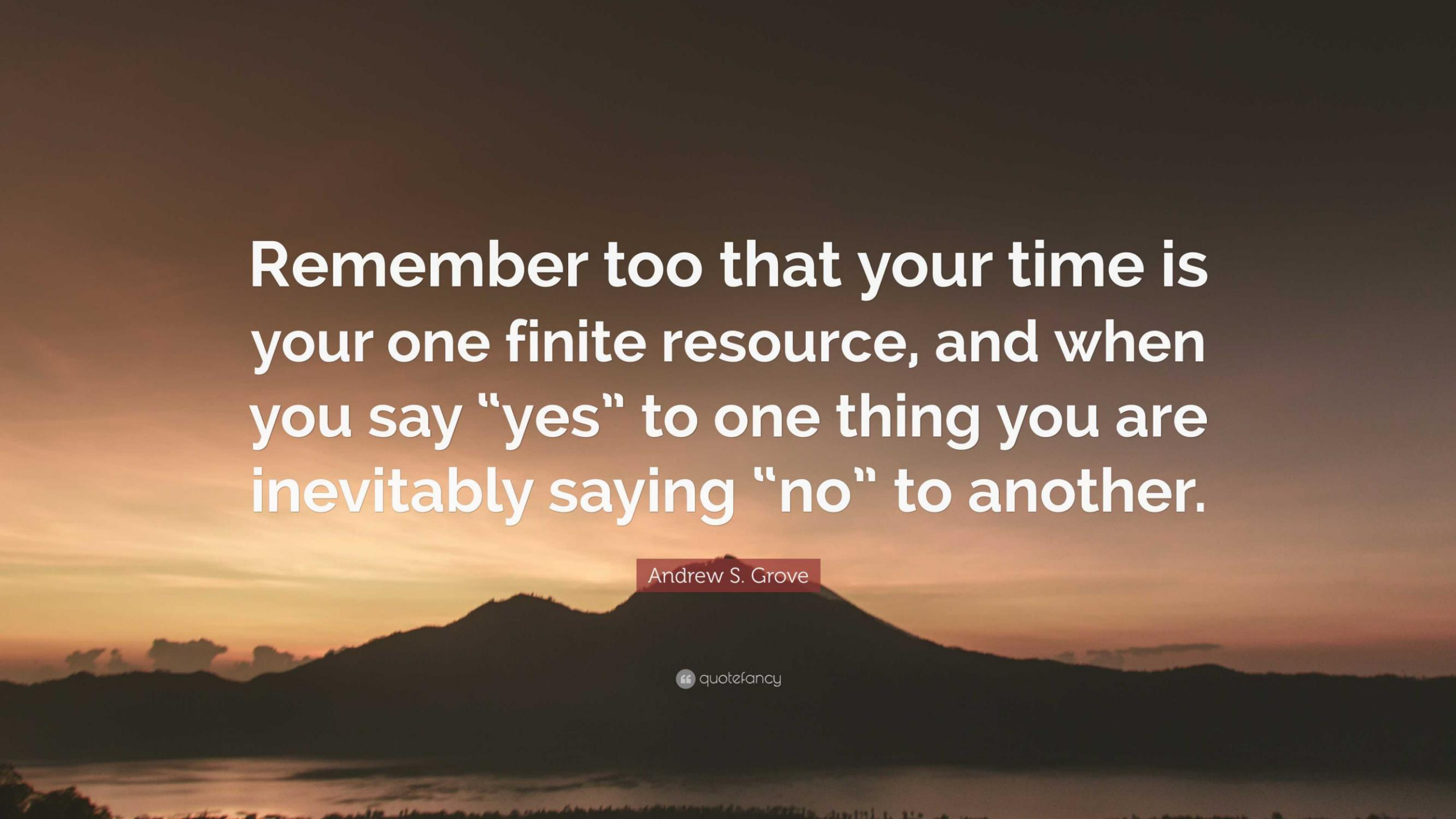


Lesson Aims.

- Explore time management skills.
- Identify characteristics associated with procrastination and perfectionism
- Property Management Systems
- People Skills

Understanding the Importance of Time Management

- Time as a finite resource
- Impact of poor time management in a hotel



Remember too that your time is
your one finite resource, and when
you say “yes” to one thing you are
inevitably saying “no” to another.

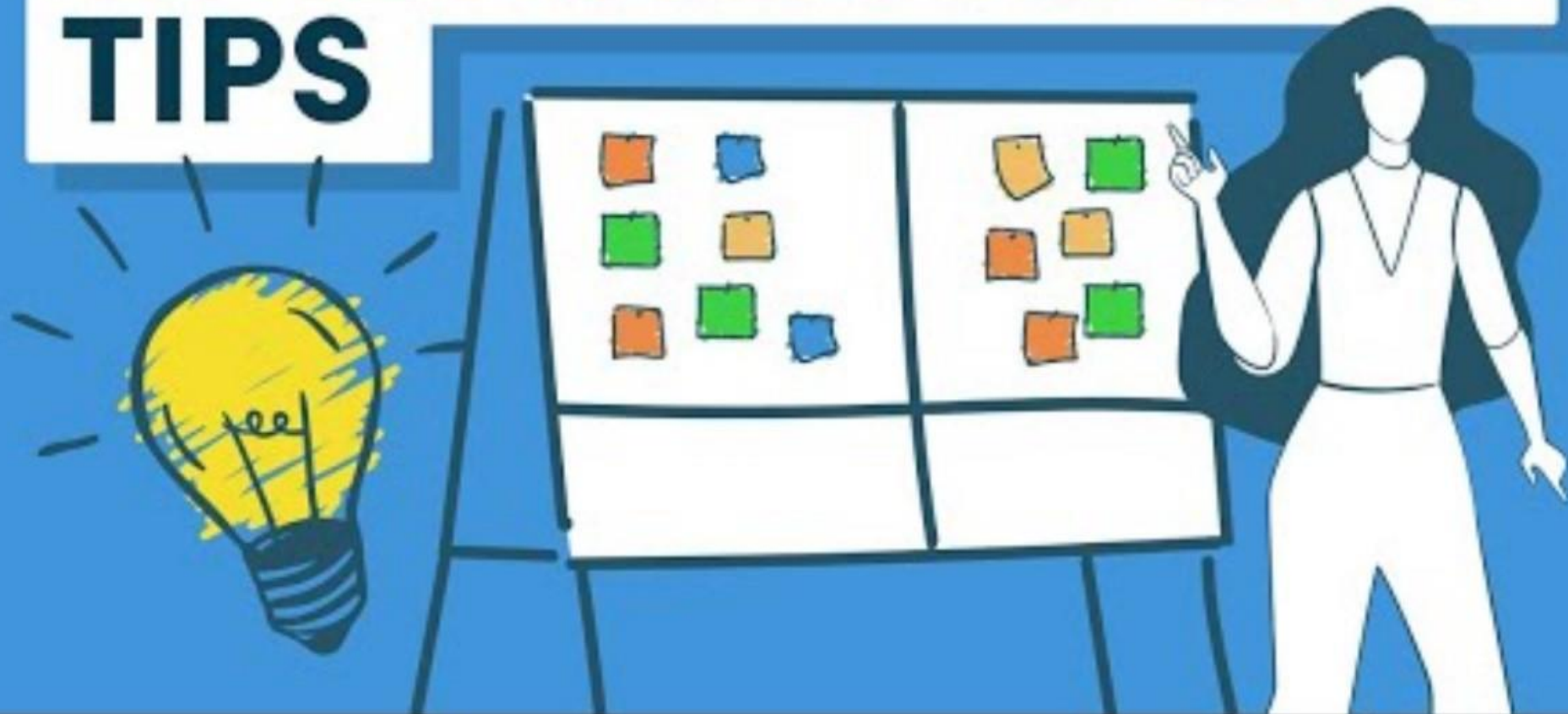
Andrew S. Grove

Can you think of any time management tools or techniques?

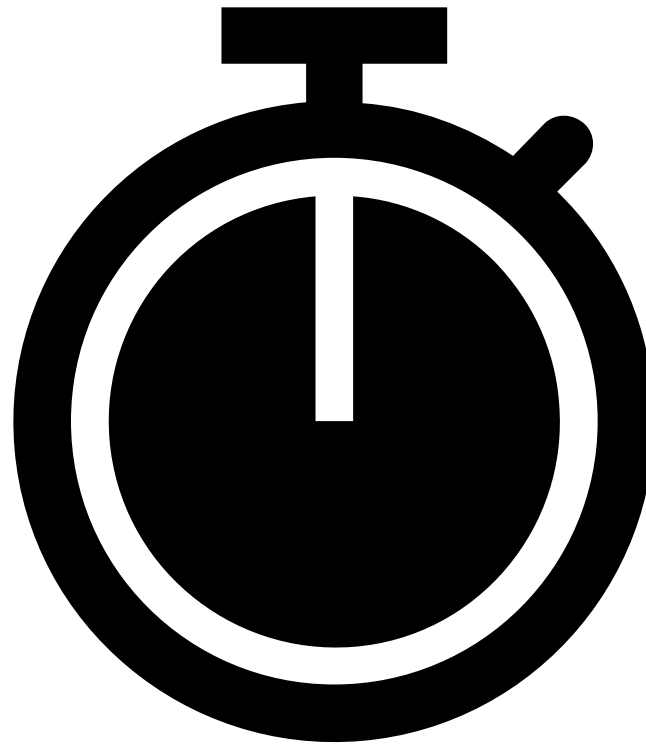
Time Management Tools and Techniques

- To-do lists and task prioritisation
- Time blocking and scheduling
- Delegation and teamwork

TIME MANAGEMENT TIPS



All of these tool's help save you time.



Time Management Skills: University

- As a student, the ability to organise yourself and plan your time is crucial.
- Whether this involves being on time for your lecture, prioritising tasks, or meeting assessment deadlines.
- Once you complete this degree, time management will still be just as important

Time Management Skills: Industry

- Transferable skills are sought after by employers.
- These include good planning and time management.
- These skills improve cooperation across a team, department or business.

- The people involved in the organisation are assigned their specific roles and responsibilities.
- They then collaborate to achieve a common goal.
- This brings people together, helping them to bond, often reducing conflict.

Rate your ability 1- 5 (1= never 5 = always)

- I manage my time effectively

Never

Always



UWTSD Careers Service Short Course

- Complete the 20-minute course on Time Management. We will resume in 30 Minutes.

<https://uwtsd.careercentre.me/elearning/scorm.aspx?CourseId=v/fczQMJfU4zr8ZUJGy0MA==>



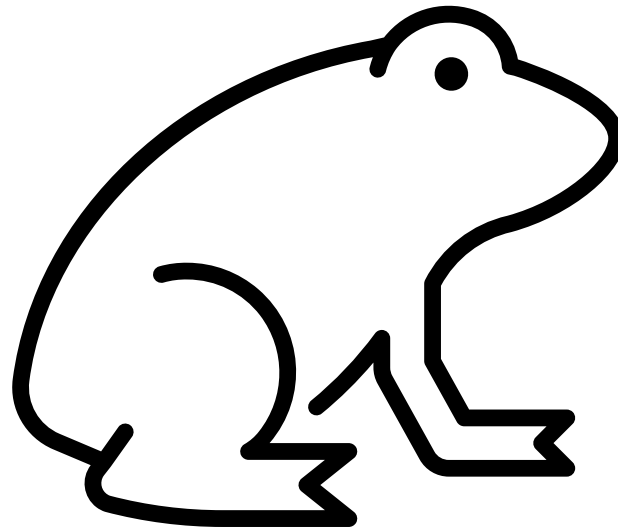
How did it go?

Poor planning or a lack of planning results in students falling behind with reading or writing tasks.

This can lead to poorly researched/written assignments and deadlines being missed.

Two significant factors which contribute to poor planning are procrastination and perfectionism.

What does the term eat the frog mean?



Eat that Frog



"If the first thing you do each morning is eat a live frog, you can go through the day with the satisfaction of knowing that that is probably the worst thing that is going to happen to you all day long!" **Mark Twain**

This idea has been successfully applied to the problem of procrastination. Your 'frog' is the biggest and most important task that you need to complete.

By disciplining yourself to get on with it right away, and then sticking at it until it's done, you can vastly improve your efficiency

Getting control...

- **Understanding** - Gaining a clearer understanding of the time you have available is a starting point for gaining greater control of your life
- **Planning** - If you have planning issues or are a procrastinator, having a sense of the time you have available can motivate you to manage it more effectively

- **Perfectionism** – Perfectionists may also realise that there has to be a physical limit to the time which can be spent on a given task

*The main issue is to make the most effective use of time outside of your timetabled sessions to complete coursework or revision

Effective Planning

The ability to plan successfully is an essential skill.

As the word implies planning is about having a plan. More than just a roadmap, it involves accurately estimating the full amount of time, effort and resources required to achieve a goal.

Top Tips for successful planning:

- **Think** about what resources you need to complete the task. These can include people, money, information, tools, material, space – anything you need to get the task done.
- **Prioritise** tasks according to their importance in your ***Urgent/Important Matrix***
- **Adjust** the matrix where necessary, solve problems as they arise

Hotel-Specific Time Management Tips



- Handling guest check-ins and check-outs efficiently
- Managing reservations and room turnovers
- Balancing front office and back-office responsibilities

The Role of Technology

- Hotel management software and booking systems
- Mobile apps for communication and task management

Reservation systems

- Point of sale (POS) systems
- Property Management (PMS) systems
- Feedback and review management platforms





PEOPLE SKILLS



Which of the following are people skills?

- Research Skills
- Critical thinking & problem solving.
- Teamworking & collaboration.
- IT skills & digital literacy.
- Communication & interpersonal skills.
- Leadership & management.
- Time Management

How did it go?

Transferable skills can pretty much be split into two groups:

People skills and other more functional day-to-day business skills.

People skills

- Teamworking & collaboration.
- Communication & interpersonal skills.
- Leadership & management.

Functional business skills

- Research Skills
- Critical thinking & problem solving.
- IT skills & digital literacy.
- Time Management

People Skills

People skills are all about your communication

Wherever you work you are likely to have to work with someone else.

The ability to communicate well and get along with those you work with is crucial and employers value people skills very highly.

Your ability to lead a team, or to communicate well with your employer, client or colleagues is critical to your success and well-being.

Functional Business Skills

Functional day-to-day skills help you to be more efficient and effective in your role. Many of these skills are fundamental to most jobs:

- Organising and prioritising your time
- Using excel to analyse data
- Being confident when you are faced with challenges and change
- Coming up with creative solutions and new ideas.

Group discussion and Knowledge check!

- Have any of you considered management roles?
- Are you aware of the difference between leadership and management?

Leadership and Management

Put simply, the more transferable skills you have the better placed you'll be to make the transition into management.

However, it is important to note, there is a difference between leadership and management.



- Management is more about structuring the organisation and the people who work for it.
- For example, organising and implementing roles and responsibilities to achieve the objectives of the organisation.
- Leadership is more about interpersonal behaviours.
- Effective leadership involves inspiring the team or individual to reach their potential. (Mullins, 2019).

- Managers do things right – leaders do the right thing.
 - Managing is an authority leadership – leading is an influence relationship.
 - Managing creates stability – leading creates change.
- (Kent, 2005, cited in Mullins, 2019, p, 335)

MANAGER VS. LEADER

BY JACOB MORGAN



BELIEVES IN
STATUS QUO



FOCUSSES ON
EFFICIENCY



LEADS WITH
AUTHORITY



DEVELOPS
PROCESS



KNOWS
IT ALL



HAS A FIXED
MINDSET



DELEGATES



IMPROVES
WEAKNESSES



BELIEVES IN
EXPERIMENTATION



FOCUSSES ON
EMPOWERMENT



DEVELOPS
PEOPLE



LEADS WITH
INFLUENCE



HAS A GROWTH
MINDSET



LEARNS
IT ALL



COACHES



FOCUSSES
ON STRENGTHS



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Add more people skills



TEAMWORK AND COLLABORATION

Teamwork and Collaboration

Team working skills are high on the list of employers' lists of desirable skills.

Your ability to work well with others is crucial to the performance of the entire team.

Great teamwork leads to creativity and innovative solutions thus increasing productivity and staff morale.

Use your time at university to enhance your teamwork and collaboration skills – be teamwork ready!

How you communicate with fellow students and your lecturer is important to your studies.

Feeling part of the team can be a great motivator during your studies.

Asking questions and engaging with others not only helps improve your communication skills but creates a sense of belonging

Task

- Research the 4 C's of teamwork.
- List each C and explain what each one means



The 3 Cs of Teamwork! 😊

- **CLARITY** – Importance of clearly understanding team goals, individual roles, and expected outcomes
- **COMMITMENT** – Why is being a part of this team important to you? Why is the overall purpose important to you? What do you hope to gain from your involvement?
- **CONTRIBUTION** – How do you contribute to the team's success? What talents, skills, and expertise do you bring to the team? What do you see as your role on this team?
- **CONCERN** – What questions, concerns, or needs for clarification do you have? How are we doing? What is currently working well? What can we do to strengthen team capability?

Communication and Interpersonal Skills:

During your lectures, you are expected to participate by responding to questions, putting your views across and taking time to listen to what other students in your class have to say as well as your lecturer.

- Think about how you have communicated with students and lecturers so far.
- Has the way you communicate changed since week one – do you feel more/less confident?
- Also, do you work effectively alongside others. Are you able to discuss topics or issues tactfully?

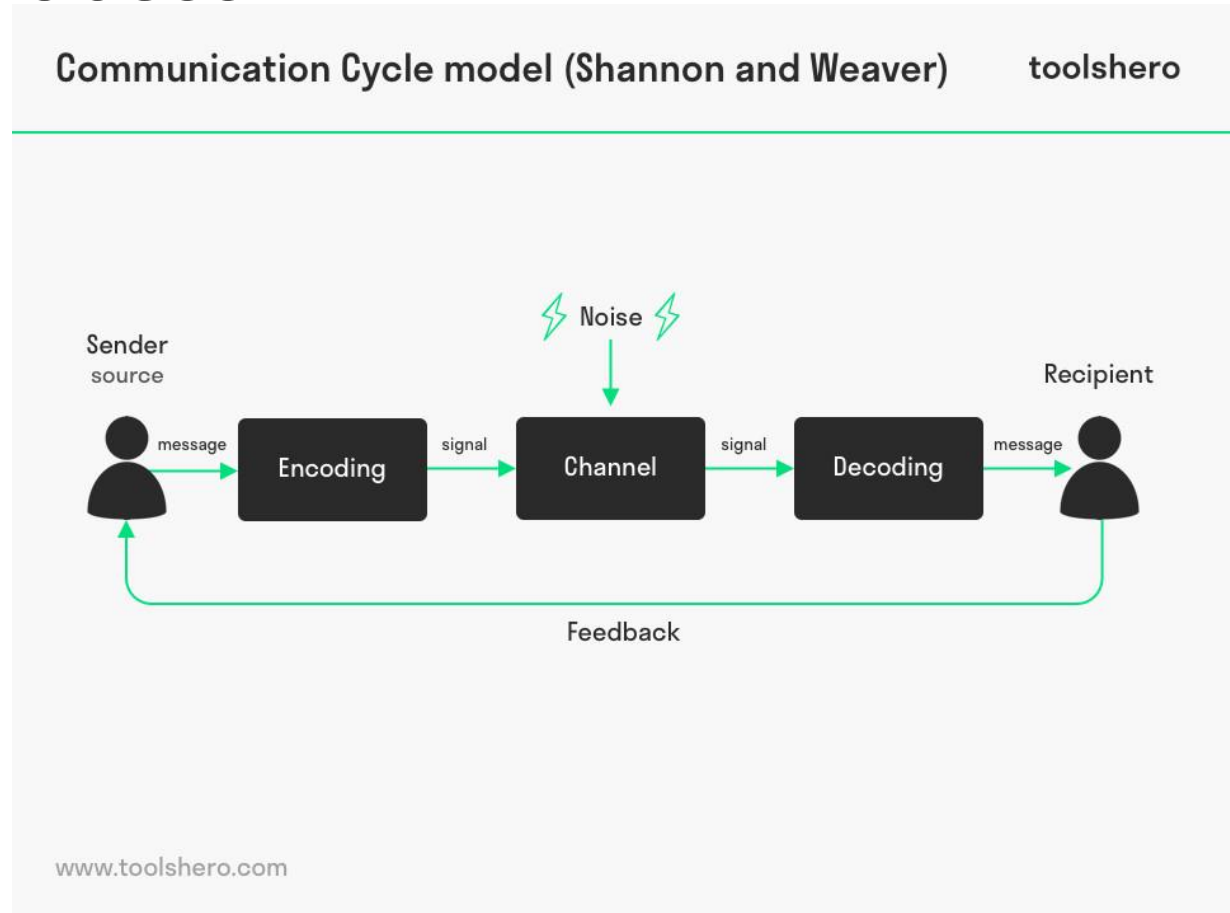
Communication and Interpersonal Skills:

- Your working life involves being able to communicate and interact effectively. whether with colleagues, managers or guests.
- This involves taking time to listen to others and understanding their needs. While putting your own views across clearly.
- Understanding and managing your own emotions and recognising and responding appropriately is also crucial for integrating into a team or wider organisation.

The Communication Process

One of the most common models used to understand what happens when people communicate is the model developed by Shannon and Weaver in the 1940s.

As you can see from the model, communication consists of a number of elements.



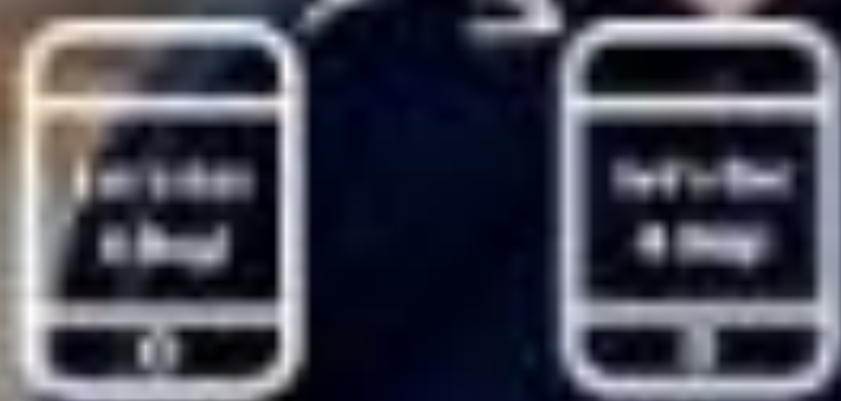
Video Time!

Let's watch the following 4-minute video –

Transmission Model of Communication: Shannon and Weaver.

We will then discuss as a group...

S Sender
M Message
C Channel
R Receiver



Recap: Limitations of the model:

- It doesn't account for non-verbal communication
- It doesn't account for feedback
- The model is simple, but people are complicated

What's it all about?

Words

Effective communication is, in part, about choosing the right words.

It's important in your studies that you understand the key terminology and how to use it in conversation and in writing.

But there is more to effective communication than just the words we use.

Tone

Think about the phrase 'I'm fine'.

Depending on how you say it, you could convey very different meanings.

Body Language

In the video, Alex Lyon mentions that the Shannon and Weaver model doesn't include 'non-verbal communication'.

This term includes all the signals that you're giving off while you're talking or listening to someone.

Are you smiling?

Are you looking distracted?

Do the words you use match your body language?

Wrong end of the stick!

- The Shannon and Weaver Model can help us to understand the communication process in its simplest form.
- It is easy for the intended message of the receiver to become distorted and for the receiver to misunderstand the intent of the message.

Thank You!

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