



THE RELEVANCE OF PROFESSIONAL SKILLS IN A WORK ENVIRONMENT

Part Time Building Surveying

REPORT

Here is a report on the relevance of professional skills in my work environment.

2218459 (Abi Davies)

2218459@student.uwtsd.ac.uk

Table of Contents

Introduction	2
Time Management.....	2
Teamwork	2
Listening to others	2
Verbal Communications.....	3
Self-Discipline.....	3

Introduction

In this report, I'll discuss how academic abilities help us become professionals in the building industry. I will include my own knowledge and experiences so far working as a Sales Negotiator at Clee Tompkinson Francis Estate Agents. The number of academic skills you use daily can vary depending on each challenge. Working as a Sales Negotiator you use various skills both in the office and out meeting clients. These can consist of abilities like time management, teamwork, working individually, listening to others, verbal communication, and self-discipline. Some of these are discussed below.

Time Management

As I have my own diary set daily, I need to have realistic time management so that my diary flows correctly throughout the day, so there are no delays. To ensure this I make sure I am at least fifteen minutes early for work every morning to set up my workspace ready to start the day. I contact all my clients first, to ensure they are still attending their appointments and I go through my emails to make sure all communications are answered. If clients are unable to make original appointment times, I give them the opportunity to re-arrange.

I must allow myself travel time so that I am on time for each appointment. If I do run late for any reason e.g., traffic. Then I would contact my client. Keeping a copy of my diary on hand is essential. Working in the office, time management is mostly used when we have deadlines. For example, I am responsible for making sure the virtual tours are completed. To ensure I do this I book myself out of the diary so that everyone is aware I'm unavailable and have time to rectify them and present them to clients ready the next day.

Teamwork

I work as a team of six people overall in our office. This team includes two departments' Sales and Lettings. I work in the sales team with two other individuals including my branch manager. I also help the lettings team when they need it as I have various skills which enables me to work efficiently for both departments.

As working as a team is very important to make sure daily tasks and monthly targets are met, we have a sales team meeting every morning to go over all details from the day before, so everyone is on the same page. Having a team is vital to make sure you are providing the best service for your clients, being comfortable around others but also doing your own part to support your team helps keeps everyone afloat.

Listening to others

Working in the construction industry, you must be able to listen to others. I think this is a key academic skill to have whether your office based or out in the field. Listening to others also makes other members feel valued, this helps your day whether that would be just taking into consideration another person's opinion or if you're at a new development project and the contractors are advising you not to go into a certain part of a building because it's not safe.

These examples show the difference between something minor to something major. If you choose to not listen to others, you could potentially put yourself at risk without realising or cause atmosphere in a workplace which may make others feel uncomfortable, leading to negative impacts.

The best way to improve your listening skills is to make sure you have good eye contact with others when they are communicating with you and if you feel you may not understand something they have said to you then ask a question so they can explain a bit more in detail to you.

Verbal Communications

Using verbal communication in the workplace is essential to having professionalism. This skill links into overall academic skills because you must have great verbal communication with your team. Whether you're working individually, when presenting reports and updates to have good verbal you must be able to be confident in relaying important information to someone. Verbal communication ensures that you and your team are all on the right track and no delays occur.

From past experiences I have found that my verbal communication has grown enormously over the years. I used to be a very shy, not confident person. Now I use my verbal communications confidently to meet new investors and clients at their homes, developments. I can confidently ask surveyors questions. There are tools you can use now online to help improve your verbal communication skills such as online courses, web pages, blogs, hearing other people's stories, learning from people around you, practicing in front of friends or family members.

Self-Discipline

To be able to work effectively you must have self-discipline, whether this is in the workplace or in everyday life.

In my experience I have found that I must motivate myself every day. A couple of years ago I was in a job I wasn't overly happy about; I wasn't motivated to get up to go to work and I wasn't very much bothered if I worked hard when I was at work. Luckily, now I am in a job which I do enjoy and look for progression opportunities to learn more. To keep my motivation up I use lots of organising tools in work, I have my diary to keep on track, I even use my diary for reminders such as If I need to contact a client later for discussions or property performance updates.

I became aware of my lack of motivation a few years ago, and I made the decision to investigate it after noticing the detrimental effects it was having on my physical and emotional well-being. Nowadays, your phone has several helpful apps that might help you stay motivated. Whether it's a motivational speech or advice on how to be more driven.