

Student Name:	Abdul Mutahid
Student Number:	1806783
Module No:	EMSK4001
Module Title:	Academic and Employability Skills
Lecturer:	Anita Nan

Table of Contents

Introduction.....	2
Time Management.....	2
Knowledge Management	2
Team work.....	3
Written Communication Skills	5
Conclusion.....	5
References.....	6

Introduction

In this report I will be analysing skills which are pivotal in gaining employment. Any relevant skills can be developed alongside experiences which in the future can gain credibility in search for employment opportunities. The skills that I further investigated are: knowledge management which leads to greater customer satisfaction, utilisation of resources, and effective planning for the future. Time management is crucial which can maximise the opportunities given to the employee, and this factor can affect times within working hours and outside working hours. Its important to highlight poor time management that can lead to stress and unnecessary pressure. Teamwork relies on the co – operation within a group of employees in order for them to reach their goal. The individual's skills and knowledge contribute to a better outcome.

Time Management

In this section I will discuss the benefits of effective time management and highlight the impact of ineffective time management. I plan to show the effect time management may have on an individual's employment opportunities. Time management affects all aspects of life, this can range from shopping for food to completing job roles.

A candidate arriving late for a job interviewing or handing in an application late is immediately going to create a bad impression on an employer. It would make the employer question their commitment and general organisation. An employee who is often late for work will receive warnings and is likely to be overlooked for promotions within the company as they will be deemed unreliable.

Being able to prioritise tasks within the work place is also a key skill in managing time effectively. An employee needs to be able to manage their work load to meet deadlines and allow enough time to complete that piece of work to a good standard.

“Good time management is the ability to control our use of time to such an extent that we are able to plan and manage what we do without undue stress and tension” (Morgan, 2017).

Poor time management can reduce your productivity, which can cause a build-up in incomplete work. This in turn can cause the individual and their colleagues stress as pressure builds. There is the potential for this to lead to absence from work due to ill health and effects relationships outside the workplace too.

Knowledge Management

There are several benefits of knowledge management if it is pursued and maintained effectively. An employee can help an organisation to make the optimum use of its gathered knowledge. Specific benefits of knowledge management include reduction of wasted resources, greater customer satisfaction, better ability to compete in the marketplace, and increased effectiveness in planning for the future.

For an individual one of the primary benefits of knowledge management is better utilisation of all of the resources in an organisation. This can include everything from the knowledge employees possess to reports on sales, marketing, and customer satisfaction. By maintaining and using this information effectively, past experience and current personnel qualifications can be used in the most efficient manner to elevate and advance the organisation

The ability to solve problems by learning from past mistakes is one of the other strong benefits of knowledge management. By carefully tracking successes and failures, an employer can create an effective list of best practices. This can help an organisation/employee in every area, from customer satisfaction to improved productivity.

Another benefit of knowledge management is that it provides materials for training personnel. Both new and current employees can benefit from the accumulated knowledge of an organisation. They can also develop an understanding of the organisation as a whole and learn more about its inner functions and how it interacts with the outside world.

Another benefit of knowledge management is that it can help managers and executives to direct work and resources to the right people within the organisation. With detailed information about employee capabilities and records of what efforts have and have not worked, it can be possible to find the best way to save time and resources. This knowledge can also help an organisation to avoid hiring or maintaining too many personnel for its needs. (Knoco 2019)

Team work

“Team work is the process of a group of people working collaboratively in order to achieve a definite goal or target.” (Schermerhorn, Hunt, & Osborn, 2005, Chapter 9). Teamwork has become a fundamental part of any organisation. It’s necessary for associates to work well together in a range of circumstances, always giving their best. For teamworking to be effective, team members need to be communicated well with each other, utilise individual’s skills and take on different roles within the group. There needs to be trust within the team, so that they can support each other and give feedback with conflict occurring.

Bruce Wayne Tuckman had carried out investigations into the theory of group dynamics. Tuckman suggested that even though the time taken may vary because due to different circumstances. A team goes through four key stages of development: forming, storming, norming and performing (Buchanan. D. and Huczynski 2010). At the forming stage the team of individuals come together and try to find out about each other (Egolf 2001). This is when they try to know and understand what theirs and others roles are within the group. The next stage is the storming stage. At this stage individual members may start to openly question certain formal group power structures, very often also challenging the status of the team's leader. The open hostility and stress amongst the team may lead to members competing for power amongst the group. This is when the leader has to show authority to ease the effects of the storming stage. The third stage is the norming stage (Egolf 2001). At this the group start to work together which leads to unity within the group. This is when each group member realises the goals and achieves personal contentment. This comes in the form of completing tasks effectively and jointly. The final stage of Tuckman's theory is the performing stage. Within this stage at the team's structure each team member is attentive of their own role and other's roles within the group. They all then feel they are able to contribute on an individual basis and together, which leads to success for the team.

Organisations should consider Tuckman's theory as when it was created it proved to be useful due to the fact it has allowed organisations understand what was happening when people were working together. This theory is important because it helped individuals within teams recognise what was happening within the work process. It allows organisations to predict the stages of growth within their teams. Miller stated that "more than ever before, organisations are recognising the types of situations for which group work can provide a key competitive advantage." (Miller 2003)

Another theory that supports our understanding of teamwork within an organisation, is the Belbin theory. The background facts are that research in the 1970's wanted to control a team's dynamics to see if problems could be avoided or pre-empted. (Belbin 2009). Research found key differences in the behaviour of successful and unsuccessful teams. (Landsberg.M 2003). Dr Belbin and her team identified roles within teams. These roles included, monitor evaluator, implementer, team worker and specialist. A monitor evaluator role is to make judgements and be able to weigh up the team's options; this is someone who needs an eagle eye. The role of an implementer is one who plans a practical, workable strategy and then carries it out as effectively They turn tasks into manageable ones and help pursue objectives. The team worker role within the Belbin theory is known as one who helps identify unfinished tasks and completes them on behalf of the team. In short, the team worker is the catalyst for a team getting along. Finally, the role of a specialist is someone

who has a lot of knowledge, who can recognise essential team contribution, an individual who has the tendency to concentrate only on their own choice of subject over the team's progress.

Written Communication Skills

An application form or Curriculum Vitae is often the first introduction an employer will have to submit to a potential employee. It is therefore important that this creates a good first impression. Written communication needs to be word processed or written in neat, legible handwriting so that it can be read. The information contained needs to be clear and concise and demonstrate that the candidate has a good grasp of grammar and spelling, particularly if the role involves writing reports or letters.

A significant amount of workplace communication takes place by email. It is important to recognise that these messages may be interpreted in different ways by different people, depending on the circumstances. "Someone reading a email at the end of a tiring and stressful day might interpret the email very differently from someone who can take their time, think about what it means and knows well how you usually communicate." (Morgan 2017). This suggests that good communicators, not only consider the wording of the email carefully, but also take account of timing and what they know about the recipient.

Conclusion

Poor time management will cause a downward spiral starting with poor performance at work and it can affect other aspects of your life. Being reliable, organised, and having the ability to prioritise work are essential skills in gaining and progressing in employment. Employers need to know that you are reliable, can meet deadlines, and will present a good image of the company by being on time and responding in a timely manner to clients and customers. Prioritising work on a daily/weekly basis, keeping an up to date diary and writing key reminders are all useful in helping with time management.

Knowing your own areas of expertise and skills and those of others, helps the establishment of teams and the delegation of roles. With a centralised database such as can be compiled with knowledge management, it is possible to create better consistency across an organisation. It is a resource that can help employees on every level to align themselves with the core values of the organisation and best practices for the future. Strong knowledge management can improve communication within and among departments and help to unify all employees.

Effective teams need to have clear shared goals, so that everyone knows what success is going to look like. Each member of the team needs to know their roles and responsibilities within it and carry them out to their best of their ability. A good team worker will be able to relate and communicate with their co-workers to ensure that they avoid conflict, miscommunication and duplication of work. A strong team impacts upon the wider organisation through its shared values and trust in each other. This allows individuals achieve their potential, contributing to the success of the organisation.

References

- Nigel Belbin, R. B., 2009. In: *The Belbin guide to succeeding at work*. London: A&C.Black.
- Knoco, 2019. *knoco.co.uk*. [Online]
Available at: <http://www.knoco.co.uk/knowledge-management-FAQ>
[Accessed 6th January 2019].
- Morgan, P., 2017. *The Business Student's Guide to Study and Employability*. London: Sage.
- Buchanan. D. and Huczynski. A. (2010) *Organizational Behaviour: An Introductory Text*. Fifth edition.
- Egolf (1 Nov 2001) *Forming Storming Norming Performing: Successful Communications in Groups and Teams* by Donald B
- Knoco, 2019. *knoco.co.uk*. [Online]
Available at: <http://www.knoco.co.uk/knowledge-management-FAQ>
[Accessed 6th January 2019].
- Landsberg.M. (2003) *The Tools of Leadership*:
- Miller, D.(2003) The stages of group development: A retrospective study of dynamic team processes. *Canadian Journal of Administrative Sciences* 20, no. 2: 121–43.
- Morgan, P. (2017) *The Business Student's Guide to Study and Employability*. London: Sage.
- Schermerhorn, J. R., Hunt, J. G., & Osborn, R. N. (2005). *Organizational Behaviour* (9th ed.). Hoboken, NJ: John Wiley & Sons, Inc.

