

Academic & Employability Skills

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Table of Contents

Introduction –	3
Task 1	4
About Operations Manager –	5
Skills required for Operations Manager –.....	6
Personal SWOT.....	9
Threats	9
Time management Tools –	10
PDP(SMART).....	13
Task 2	14
About Gibbs Model –	14
Reflection –	15
CV writing –.....	17
Public speaking and giving presentations –.....	18
Online Learning experience –	19
Conclusion –	21
Reference list –	22

Introduction –

Skills play a very important part in everyone's lives. They help people to grab new opportunities and complete all the tasks. This report will highlight how skills are important to achieve all personal as well as professional goals. This assignment will be divided into two main parts. The first part will be presented while the second part will be the report. The first part will include personal academic and employability skills, personal SWOT analysis, Time management skills as well as a personal development plan. While the second part will be a reflective part. It will talk about how topics covered in the class such as time management, reflection and CV writing is helping to achieve all professional and personal goals. All the important discussed in the assignment will be summarised in the conclusion section of the report which will give a complete idea about the assignment.

Task 1

Almost every business organisation has its operations department which helps business organisation effectively promote their all product and services (Desai, 2019). And I really like the process of using various tricks and techniques to promote the organisational product and services due to this I really want to build a successful career in the Operations department as a operations manager. The best thing about the job role of operations managers is the need for creativity as well as curiosity. Both factors will help me to stay motivated and develop an attractive and effective operations strategy. Now operations firms or management use the power of technology and technology is another factor that I love most. So, these are the reasons why I want to build a career in operations management.

About Operations Manager

Operations managers are in charge of all levels of an organization's operational activities. They are responsible for hiring, training, and overseeing quality control initiatives. A process improvement strategy is developed by an operations manager to guarantee that everyone completes their job on time. Operations managers are in charge of making sure the calibre of the goods and services provided by their business meets or exceeds client expectations. They accomplish this by employing several processes, including as hiring new staff, instructing them in particular skill sets and procedures, and supervising current employees to ensure that nothing slips through the gaps.

A successful operations manager is constantly looking for new methods to involve their team members and improve productivity. They must have great interpersonal, leadership, and listening abilities. An effective operations manager should also have a solid grasp of economics, supply chain management, workflow, and staffing.

Skills required for Operations Manager

Technical proficiency

Technical applications including factory automation, data entry, and the use of software to retrieve project data, track budget information, and create processes are all necessary for operations management. For managing customer connections, tracking and automating business processes, and keeping tabs on costs and income production, many enterprises and organizations incorporate technology solutions. Technical expertise is a crucial component of your operational management skills because businesses rely on a wide range of technological tasks.

Data processing skills

You can be in charge of gathering, inputting, and distributing operational data into your company's computer system as an operations manager. Data organization and processing are crucial for monitoring a variety of corporate operations, including sales transactions, cash inflow and outflow, vendor shipments, customer accounts, product design, and supply chain management procedures.

Product development

You can be in charge of gathering, inputting, and distributing operational data into your company's computer system as an operations manager. Data organization and processing are crucial for monitoring a variety of corporate operations, including sales transactions, cash inflow and outflow, vendor shipments, customer accounts, product design, and supply chain management procedures.

Risk analysis

To start new initiatives and product development plans, risk analysis and mitigation are essential elements. Operations managers examine all areas of their organizations' processes to spot possible problems and develop solutions in case something bad happens. To carry out your duties effectively, you must be able to analyse factors that have an impact on your organization's operations and develop plans to lower risks to critical processes.

Strategic planning

Critical thinking and strategic planning are two crucial components of the operational management skills you'll need to succeed in your career. Operations managers need to be able to spot potential problems before they arise and come up with innovative solutions to problems that assist teams achieve their goals. Having the ability to evaluate data and input required for business process decisions is another aspect of strategic planning.

Budget management

Budgets for firm production are frequently managed by operations managers, and business finance and arithmetic abilities are required to make wise decisions on cash flow. Operations managers must keep track of expenses and incoming funds, predict future production costs and profits, and aid financial experts in creating and submitting crucial financial reports as part of budget management.

Staff management

Operations managers are employed in management positions and are often in charge of supervising and managing several teams of workers. As a manager, you must possess solid abilities that enable you to assign assignments effectively, organize and maintain personnel calendars, and carry out evaluations and employee assessments.

Decision-making skills

In operations management, the ability to make decisions is crucial. You must be able to identify important information and evaluate how various elements may impact the effectiveness of the operations of your organization. Your capacity to take into account many viewpoints, potential consequences, or varying techniques can aid in your ability to make wise selections at work.

Communication skills

To engage daily with co-workers, employees, and others, operations managers need to possess great communication skills. You could frequently need to interact inside your organization, transcribe technical data, and produce reports using your written communication skills. Additionally, it's critical to improve your communication, listening, and negotiation skills because these abilities are crucial for promoting team input, directing meetings, and negotiating company contracts.

Organizational skills

Your success as an operations manager might be influenced favourably by your organization and attention to detail. You can be responsible for managing project files, employee documentation,

budgets, project schedules, and other significant information pertaining to business operations. Your capacity for seeing changes and important details will help you better pinpoint the production-impacting variables so you can put plans in place that keep teams and operations on track.

Time management

Your time management abilities will be required for a number of tasks, including setting deadlines, keeping track of significant production milestones, and ensuring teams complete projects by a certain date. You might also be in charge of planning your teams' schedules, so you'll need to be familiar with working hours and how long various jobs take to accomplish.

Interpersonal skills

An operations manager's job involves a lot of teamwork and collaboration. Your interpersonal abilities enable you to empathize, have compassion, and establish connections with others at work. You can better establish trust with clients and workers and create sustaining relationships at work if you have good interpersonal skills. Your interpersonal skills can also help you succeed in your managerial position by inspiring creativity and a diversity of ideas among your teams and by leading and managing them with compassion.

Leadership skills

You may inspire people, generate new ideas, and build supportive, varied teams with the help of strong leadership qualities. Effective managers integrate management techniques with their capacity to persuade and inspire people to cooperate, contribute, and direct various procedures required to achieve goals.

Adaptability

Your operational management skills include crucial characteristics like flexibility and adaptability. Operations managers need to think and respond swiftly in fast-paced workplaces to stay up with shifting demands. the capacity to be flexible and open-minded in the face of various employment scenarios.

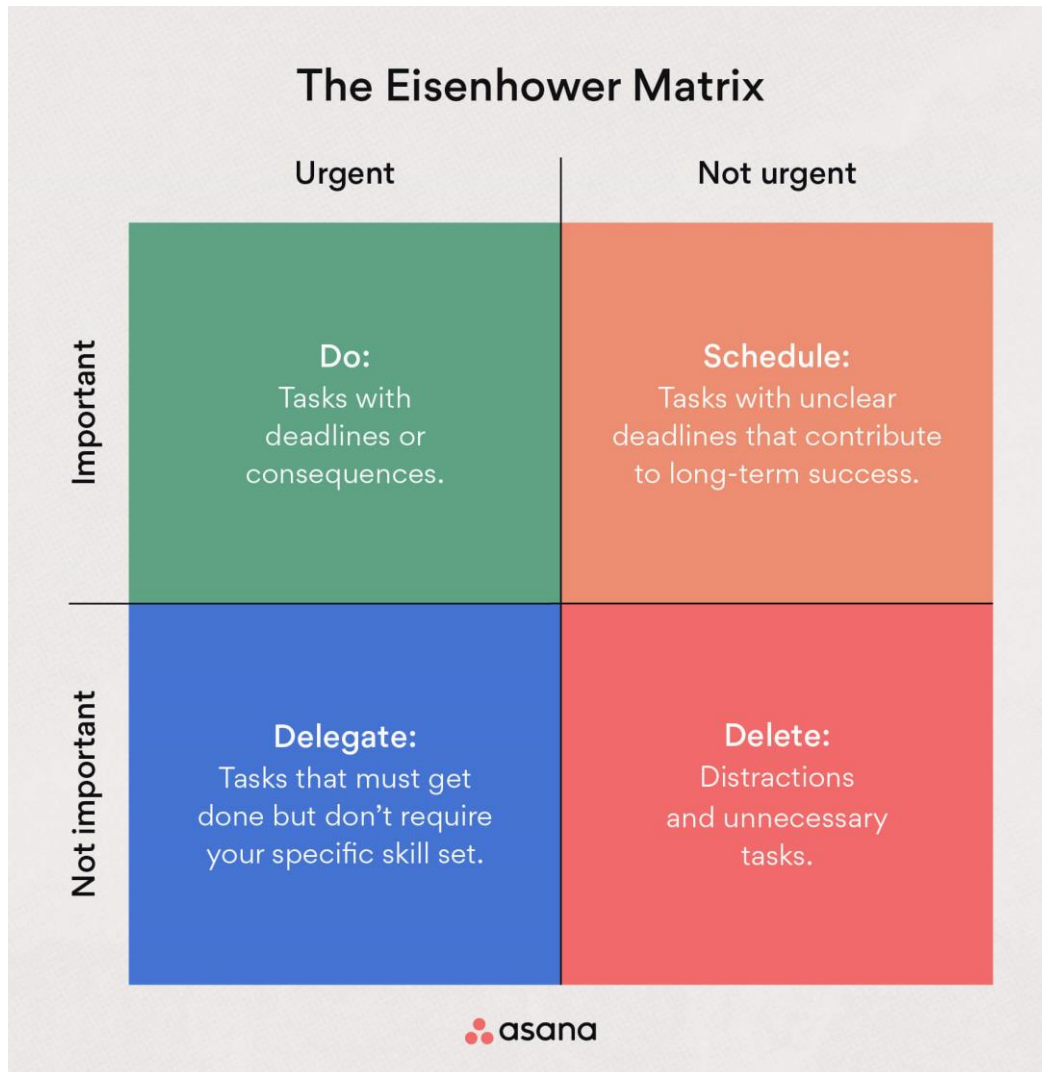
Personal SWOT

Strengths	Weakness
Communication, critical thinking, and problem solving are some of my strong points. All these skills will help me to become a good leader and an operations manager I can also handle digital management software very easily as well as I'm a good multitasker. With the help of all these skills, I can easily manage all the organizational tasks and can also develop attractive as well as effective digital marketing strategies. I'm very good at developing attractive themes and images and this can also help me in my career.	Time management and budgeting are some of my weak spots and all these skills are very important for building a career as a operations manager. I will need to work on all these factors. As mentioned above time management is one of the most important factors for operations managers and I am very bad at it. Apart from time management and budgeting, negotiation, planning and execution are also some of my weaknesses. operations is all about planning and execution due to this I need to work on my planning and execution skills to become a good operations manager.
Opportunities	Threats
As for the research, it has been found that the demand and need for the operations managers will be increased incredibly in some upcoming years. One of the main reasons is intense competition in each and every business sector. There are also some start-ups and many of those companies are looking for good managers to handle all their organizational tasks.	One of the biggest threats in my way is the intensity of competition. Almost every student knows that the demand for operations managers will be increased in the future due to the many people working to become good operations managers. Travel is changing day by day and to stay ahead of the competition, it is very important to regularly update the knowledge of it.

Apart from that I also have the option of starting my own travel company.	
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Time management Tools

Time management tools help people do complete their all tasks before the deadline. There are various time management tools that are used to manage my all tasks and time. Eisenhower Matrix, Pareto principle and GTD technique are some of the best time management tools (ferenc, 2021). Eisenhower Matrix is one of my favourite time management tools. Because this is one of the simplest and easy to implement time management tool which helps me to complete all my tasks before the deadline and also help me to stay on the right track to complete all my personal as well as professional tasks.



(source – asana.com, 2022)

Many people do not understand the difference between urgent and important. These two words feel seem comparable but they are different if analyse them in terms of time. Eisenhower Matrix helps people to understand the difference between urgent tasks and important tasks. As per the Eisenhower Matrix, the tasks which require immediate attention is considered urgent task while the task which does not require immediate attention but help people to achieve their long term goals is considered an important task. Completing and submitting the project with a last minute submission date is one example of an urgent task while scheduling for a long term mission is an example of an important task. The figure of the Eisenhower Matrix gives a complete idea about the time management tool. It shows which tasks should be given immediate attention, which

tasks should be scheduled, which tasks should be delicate and which should be deleted. These metrics automatically help people to effectively manage their time as well as their tasks. There are some tips that help people manage their time for example making to-do lists and limiting and then prioritizing tasks.

I regularly use Eisenhower Matrix to manage my tasks and time. Below is an example of how I used the Eisenhower Matrix to manage my all tasks, time and long term goals.

	<i>Urgent</i>	<i>Not Urgent</i>
<i>Important</i>	Do – • Finishing Leadership and Management studies	Schedule – • Work on weaknesses • Develop new skills
<i>Not Important</i>	Delegate – • Learning and gaining information about management as much as possible	Delete – • Spending time on a smartphone

PDP(SMART)

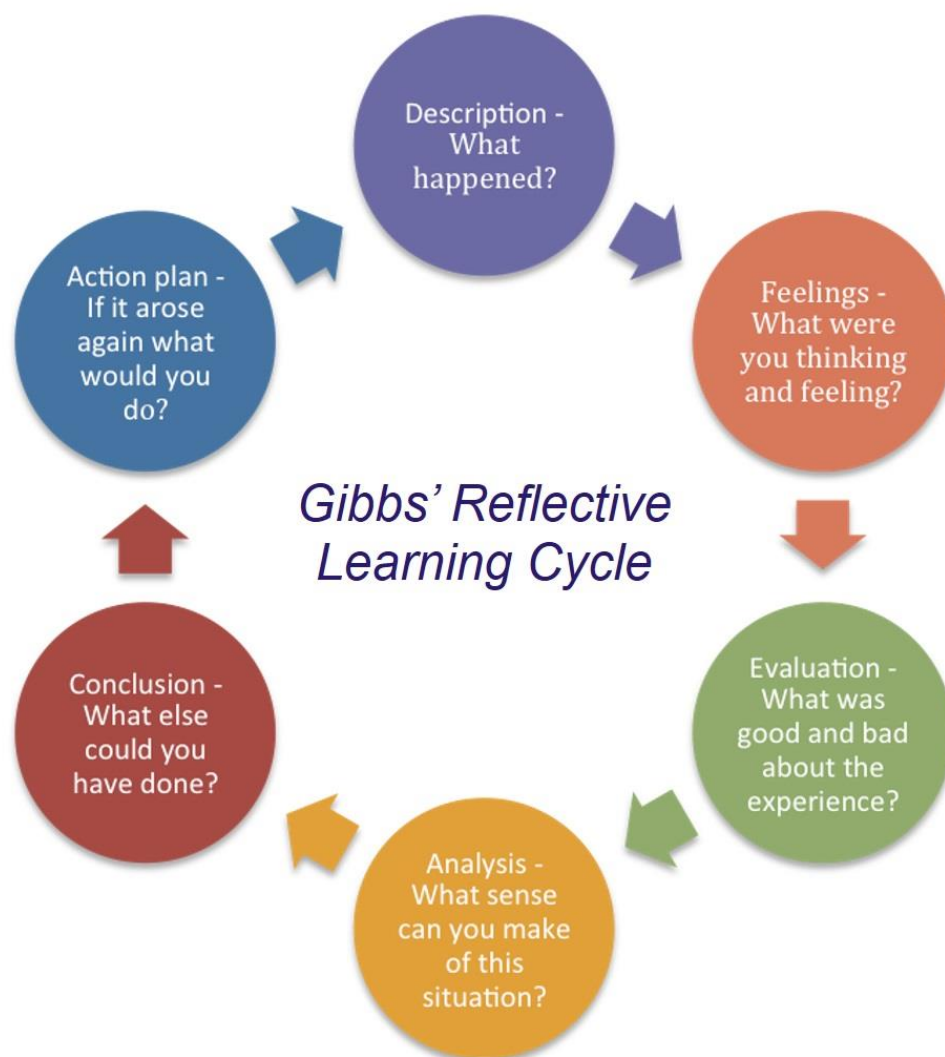
Smart Plan is one of the best tools to develop the Personal Development Plan. Many people, as well as business organisations, use the SMART tool to achieve their all goals in time. SMART plan produces.

Specific (Skills)	Measurable	Achievable	Realistic	Time-Bound
Time-Management	I will try to manage all my tasks and also try to complete them in time	I will enrol for an online time management course.	I will set deadlines for each of my personal and professional tasks.	I will do this for the next 6 to 8 months.
Planning & Execution	I will try to develop plans for operations every day for practice.	I will read books on planning and try to collect extra information from other sources as well.	I will plan my next day before going to bed.	I will do this for around 3 months
Negotiation	For this, I will need to work on my communication skills and for that, I will try to meet and talk with new people every day.	I will again use the online courses and also use the books to adopt this skill	I will try to learn some tricks and techniques of negotiation.	Time-bound for this goal is around 4 months.

Task 2

The model of this year taught me numerous new things and new skills for example time management, academic writing, severe writing, public speaking and many more. Reflective learning is one of the best things that this module taught me. This report will be a reflective part that highlights my experience with things and skills that this model taught me. There are various reflective models available and for this reflective report, I have used the Gibbs reflective cycle. Because in my opinion, it is one of the simple, effective as well as best reflective cycles as compared to others.

About Gibbs Model



(source - sheffield.ac.uk, 2022)

There are various reflective models which help students in reflective learning. Kolb's learning cycle, Schon framework and the ERA framework are some of the examples of reflective learning models. This Gibbs reflective cycle is the most effective and widely used reflective cycle in the Universities and business organisations as well.

For this trip to report, I have used this reflective cycle because in my opinion it is suitable for me and it will help me to form my experience ab the module. Gibbs reflective cycle provides various benefits to the students. Gibbs reflective cycle is one of the easy to use and simple to understand reflect cycles. gives allows its users to learn from their experiences and build theirs on thoughts or opinions. It has people more accurate and balanced judgement based on their experiences.

The Gibbs reflective cycle was founded back in the year 1988 by Graham Gibbs. Graham Gibbs was an American psychologist and sociologist. he introduced the reflective cycle in the book learning by doing which was published in 1988. the Gibbs reflective cycle encourages students, people or its users to think in a proper and systematic way about the experiences that they had during the specific situation, activity event or any event (Bhattacharjee et al., 2021). Gibbs reflective cycle includes 6 stages and they are known as description feelings, evaluation, analysis, conclusion and action plan.

Reflection

Reflective learning is one of the best ways of learning and I personally love this way of learning. Reflective learning is nothing but the process of learning from personal experience (Cook-Sather et al., 2019). In my opinion reflective learning is the simple, best and most effective learning method. Because the reflective learning method help students to identify their strengths and weaknesses and allow them to learn from them. In simple words, reflective learning is based on personal experience or observation skills. Many business organizations and universities encourage their employees and students to use the reflective learning method because it is one of the simplest and most effective methods as well as it also provides various benefits to deletes

users. I knew about the reflective learning method but I use it for the first time this academic year and it helped me incredibly in my learning as well as in the process of adopting new skills. I personally feel like the reflective learning method assist me in the process of personal and professional growth it also enhanced my existing soft and hard skills. One of the best things about reflective learning is it makes lessons more interesting as compared to other learning methods. Apart this reflective learning method also enhanced my problem solving skills, critical thinking skills, and time management skills. I'm still working on my time management skills and reflective learning is helping me to adopt these skills.

Now I use this reflective learning method not only in my academic tasks but also in my professional tasks. Because it incredibly simplifies all the things and automatically highlights my strength, weaknesses or mistakes. Due to this I can easily minimize errors in my work and grow more. Apart from my strengths and weaknesses the reflective learning method also shows me opportunities as well as threats. This automatically is made to plan my next move and grab the opportunities which are in front of me. In short, the reflective learning method automatically boosts my speed of growth.

Due to the huge advantages of reflective learning I am spreading awareness and telling its advantages to my friends, so they can also get the benefits of reflective learning and achieve all their personal and professional goals in life.

CV writing

CV writing is one of the most important things which I have learned in this module. CV plays a very important role in every student or people's lives. This model taught me how to develop a perfect CV to get a desired job role in the desired business organisation. I didn't know what is perfect CV structure and in which language a CV should be written but this model taught me everything about CV and also taught me the best process of applying a CV to the desired business organisation. There is another new thing that this model taught me about CV and that is, almost every business organisation has automatic CV detectors which is the first step of analysing CVs. And after passing the stage of automatic CV detectors the actual officials of the organisation or HR department of the organisation closely look at CVs. this model taught me how to pass that automatic CV detector. After learning about the CV in this module I have successfully developed my new CV and compared it to my previous CVs. and after comparing I found that my previous CV had numerous mistakes and numerous errors. but with the help of this module created the perfect CV for myself and I'm pretty sure that I can also create CV others as well for example, for my friends, and cousins. This model also taught me about hand tools that help students or people in the process of rating the best CVs. Canvas and Microsoft Word are some of the best digital tools to create resumes or CVs (Russel-Rose and Chamberlain, 2019).

Finding the right personal details to include adding a personal statement, adding a suitable skill set in the Steel sections, mentioning previous job roles, adding qualifications and keeping a CV up to date are some basic simple but effective techniques that automatically help CVs to stand out from the crowd. apart from this the template of the CV also has huge importance. a simple and effective CV template increases the chances of being selected by the desired business organisation for the desired job role (Bartlett III, et al., 2020). due to this everyone should carefully choose the CV template. Canva and Microsoft Word provide a wide range of best and most effective CV templates.

Public speaking and giving presentations

Public speaking is another important skill that every student or person should have. this model taught me about public speaking and how to effectively do a presentation. I am a very shy person, even though I manage to hide this quite successful and have great stage fear, this model taught me the importance of public speaking and presentation in life and also help me to reduce my stage fear and give me a great amount of confidence to present my point in front of people. as mentioned above I want to be a operations manager and for that public speaking and presentation skills are a must. due to this, I worked hard to develop public speaking and presentation skills. Public speaking skills include various soft skills for example communication, clear articulation, presentation style, confidence as well as the ability to connect with the people or audience (Power, 2021). During this model, I presented numerous PowerPoint slides in front of my teachers and friends it gave me huge confidence and also reduced my stage fear incredibly.

But I am still learning public speaking and presentation skills because I am not perfect yet. I have also enrolled on the public speaking and presentation online courses. I enrolled on online courses because it is very simple to get access and I can learn wherever I want. apart from this online courses are much more affordable compared to offline courses. I want to comment for every person to enrol for the online courses instead of offline courses. it will not only save money but also time.

Online Learning experience

COVID-19 has changed everything not only for students but for the whole world. Due to the rise in coronavirus patients many government organizations including the UK imposed a lockdown in their respective countries. Due to this everything was stopped but universities and schools continue the process of teaching students by using the power of technology (Putra et al., 2020). In simple words, schools and teachers fulfil their responsibilities by teaching students through digital devices. It was a completely new and best learning experience for me because that time I haven't enrolled on any online courses. In my opinion, the process of learning online is much more effective and better than offline learning. Because teachers or professors can effectively present their points using videos and graphics it helps students to easily get the ideas of the concepts. Another best thing about online learning is, that students can learn anywhere and anytime.

In simple words, online learning is more flexible as compared to offline learning methods. it provides a wide range of courses and programs to the students at very affordable prices and students can learn them anywhere and anytime (Mukhtar et al., 2020). this process automatically develops or help students with time management skill as well as communication skills. this also taught students about the new technology which has the potential to enhance the lives of students.

Due to all these reasons, in my opinion, universities and colleges should provide online learning services to the students which can automatically help poor students get access to education. this will save money as well as the time of the poor students. As per the research, it has been found that online learning automatically improves the overall performance of the students and also improves their skills (Shang and Liu, 2018).

As per the global survey, it has been found that around with the help of online learning 10 percent of students started new careers while more than 20 percent of students switched their career paths because they found better options or opportunities. It has also been found that more than 30 percent of students were career advancers. Due to all these reasons, colleges and universities should also focus on providing online learning services at least to the poor students.

Conclusion

As per the above discussion, it is clear that skills play a very important role in everyone's lives. to become a good operations manager, I also need to focus on developing some soft skills for example time management, communication and planning and execution skills. time management tools example Eisenhower matrix which helps students effectively manage their time. as per our discussion is also clear that reflective learning is one of the best ways to learn from experience. Gibbs reflective cycle is one of the best reflective cycles that many universities and business organisations used. last year's module taught a lot of interesting things including reflective learning, CV writing, public speaking and presentation skill. duty covid-19 many students experienced the online learning and in my opinion, the online learning method is better and more effective than the offline learning method due to this, every University and school should also focus on providing online learning post plants because it will save time and money as well.

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