

UNIVERSITY OF WALES: TRINITY SAINT DAVID

Academic and Employability Skills

BMSW4001

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## **Table of Contents**

Introduction

Skills

- Teamwork
- Time Management
- Note taking
- Leadership
- Paraphrasing
- Summarising

Conclusion

Referencing

Appendix

## **Introduction**

The purpose of this report is to analyse some of the academic and employability skills that I have learnt in my course and some of the skills needed in the health and social welfare industry where I work. I will be demonstrating how the skills are used within my work setting. I work as a Support worker in an organisation where I support client with Complex Needs. Some of the skills that will be analysed are skills that I have developed and use very effectively in my work place and in my personal life, however some skill I am very good with some I need to work on them to improve them.

## **Teamwork:**

Teamwork is the process and willingness of a group of people working collectively together to achieve a common goal.

Good team in any work place brings together unique skills and knowledge that could be beneficial to the team. Leadership is essential in team playing, the leader of the team must have the skill of holding the team together. The leader by appreciating all the team members and their contribution will enhance team playing and building. All good team players will possess some knowledge to move the team forward and achieve good success. The team will possess the following skills, good communication, decision making, problem solving, feedback skills, organising and planning skills. Respect and tolerance for the differences in every team member. Conflict resolution skills, persuasion and influencing skills amongst others.

Success in this competitive industry of Health and Social care depends on good teamwork, team building and team playing. When workers combine their individual skills and know how together to build success in the work place.

“Performing teams understand the wider mission, the importance of the work being done and how it fits into the overall scheme of things. This gives teams a sense of purpose and helps make sure the decisions they are making are focused on achieving the right outcome. In other words, they understand the problem and what needs to be done” (Coe, 2018). According to Griffiths, BA and Dunham, EB, all members commitment contributes to the collective strength of the group

I see myself as a good team player, I have worked in several roles where I have had to work in different team sizes and have played the role very effectively. I have had to contribute in teams by Chairing Team meetings and giving feedbacks by taking minutes at meetings on different occasions.

### **Time Management:**

Is the skill of use one's time productively and effectively particularly in the work place. Effective time management allows you to accomplish tasks in a planned and shorter time, sit reduces your stress levels and help you to plan and prioritize your work. Managing your time effectively will save you money as you will incur less expense. The following are examples of good time management skills, effective planning, setting goals and objectives, setting deadlines, prioritising activities as per their importance, delegation and responsibilities, spending the right time on the right activities. According to (Bruner, 2019) time management refers to using time effectively and productively. A synonym for efficiency, good time management makes it possible for you to make the most out of every minute. Several different types of time management activities have been used to help people build the skills that lead to greater efficiency. I find that I do not practice this skill effectively, I tend to leave things to the last minute. I will have to learn to manage my time better in the future. Taking notes is an important part of the life of every student. I must start making effect use of my time by adopting some of the skills I have learnt in my Academic and Employability class in this semester.

### **Note taking:**

The definition is the skill or ability of recording information captured from any source freeing your mind from having to recall from memory.

Note taking is important when you are reading or listening, taking notes helps you to concentrate. Notes should be accurate clear and concise. In good note taking, the topic should be clear one point after another, using numbers, letters and indentation to organise information in order of importance. Numbers and letters may be used by themselves or in combination. A diagram may also be used. In the diagram it should show how the main ideas are related and reflects the organisation of the information. You can use flow charts, trees, diagrams, arrows, lines, boxes and circles maps etc. There are no best layouts, it depends on what you want and your purpose. It is important to show how the ideas are connected and how the information is connected.

According to Pettit, (2018) Why successful people take notes and how to make it your habit. "I have always been an avid note taker. It has become a habit to carry my trusty moleskin and

pen with me everywhere. It helps me capture notes during client coaching sessions, write down inspiring headline I've seen, capture the insights from a seminar and becomes a place to write down ideas. Taking notes helps me get things out of my mind and down on paper. It also inspires me to act on the things I've written down. These notes become my 'creative reference point' that I can act from, refer to, build ideas from and they help to improve my time management and increase my focus and productivity. In this article, I'll investigate the importance of taking notes and how you can start to take notes, make it a habit and get closer to success".

Some benefits of Note taking, free you from information overload, make you a better listener, you don't miss important information, allows you to capture only what matter.

Human beings tend to lose almost 40% of new information within the first 24 hours of reading or hearing it. So, effective note taking can help you retain and retrieve almost 100% of the information you receive.

I am good at note taking as I find this skill helps me to make and keep records of important information. I refer to my notes for future referencing to refresh my memory and make better use of what I have recorded and learnt in the past.

### **Leadership:**

Leadership according to the Oxford dictionary is "a person or thing that is the best, or in first place in a race, business, etc. A leader is a person who is skilled in motivating others to work at achieving a common goal, the person is a goal getter and a people's person. A leader will help to build and develop potentials in other team members to achieve their objectives. A leader is a mentor, an experienced and trusted member of a team, who inspires and get to know the ability of the members of the team. According to Griffiths, B.A and Dunham E.B., (2015) all members' commitment contributes to the collective strength of the group. Effective leader pays attention from day one to group interaction; to address lack of commitment by members. A good leader must possess the following characteristics, ability to inspire other, commitment and passion, good interpersonal skills, problem solving skills, honesty and integrity, decision making abilities, ability to delegate and accountability.

According to Belbin's Team Roles, it indicative that two factors are imperative for a leader. The knowledge the leader brings to the group, occupational function. Secondly the skills and abilities the individual brings to a task. (Belbin, 1981)

Effective leadership is vital in the work place, for effective planning, organising, coordinating and for productivity. Lack of leadership in the work place will cause confusion and disarray in the work place. I possess this skill.

### **Paraphrasing:**

Paraphrasing as defined in the Oxford Dictionary as restating something in a shorter version, or expressing the meaning of something using different words, it involves taking a passage - either spoken or written - and rewording it. Purpose of paraphrasing is to deliver information in a concise way. The skill helps to record important ideas in your own words to ascertain you fully understand the text. In the process of. paraphrasing, it is important to keep the original meaning so that the facts remain intact. Basically, writing something in your own words that still expresses the original idea. It is important to use paraphrasing to prevent unfair practice plagiarism. Paraphrasing is also to reduce a text a great deal

When students are admonished to “put things in their own words “when taking notes, they are being told to paraphrase. Paraphrasing is, quite simply, restating ideas in different words. A reader (or listener) can choose to paraphrase one statement, a group of statements, or an entire passage. This is quite different from retelling and summarizing, both of which require a reader to gain a global picture of the text Kissner, (2006). I am very good in this skill as acknowledged by my lecturer who gave us an in-class exercise.

### **Summarising:**

The purpose of summarising according to Buckley (2004) is to give a reader a condensed and objective account of the main ideas and features of the text. Summary is discerning the most important idea of a text. Tips for summarising, original points omit minor details, to save time, remember better and retain the main ideas of the bigger picture. You need to read the text first to understand, then condense the key information to give the same meaning of the message to the reader or listener. The summary in your own words must not misinterpreted the original text, decide which points are crucial the goal is to be brief and concise. It is a very useful skill to have at work in taking minutes at meetings or in college for taking notes (Buckley, 2004). I am in the process of improving my skills in summarising.

### **Conclusion**

The aim of the report is for me identify and to analyse the Academic and Employable skills I have acquired and use in my work life. I have picked several skills that have I found very useful in my place of work and my college on the Academic and Employability skills course and other classes. I find them very usual it helps in promoting productivity, they are user friendly, for effective planning, organising, coordinating and time saving. Some of these skills analysed I very good at and some I need to improve on

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Appendix

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**Time allocated: 1 hour.** Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

**Ex.1**

**Read the following text and make notes on the main ideas. You can do this on a separate piece of paper which you do not have to hand in.**

**The success of ALDI**

The food retail industry is a highly competitive market. Aldi understands that its customers want value for money but do not want to compromise on quality. This case study will demonstrate how Aldi uses a lean approach to its business operations to offer its customers quality products at competitive prices. What distinguishes Aldi from its competitors is its competitive pricing strategy without reducing the quality of its products. In fact, in some cases Aldi's products are 30% cheaper than those offered by its competitors. Aldi can do this because the business operates so efficiently. The three core values of Aldi are simplicity, consistency and responsibility. Lean production ties in closely with these values. For example, Aldi stores are simple in design and all stores are very similar which creates consistency.

For Aldi operating efficiently involves reducing costs in all areas of the business. Some of the key areas where Aldi is able to minimise costs are by saving time, space, effort and energy. Aldi's approach to doing this is to run its business around the principles of lean thinking. Whereas other food retailers have elaborate displays, additional services and promotions that draw customers into the business, Aldi's core purpose is to 'provide value and quality to our customers by being fair and efficient in all we do'. The principles of lean production are planned and built into everything that Aldi does. This starts within its supply chain. For example, up to 60% of Aldi's fruit and vegetables are sourced locally where possible, reducing the need for long and costly delivery journeys.

The principles of time based management are also built into the training provided for Aldi's employees. Through training staff to do a variety of tasks around store Aldi can minimise its staff requirements. Staff costs can also be reduced as fewer staff are required if they can perform a variety of duties throughout the store. Aldi's 'no-nonsense' approach to retailing therefore leads to cost saving in numerous areas. These cost savings are passed on to customers in the form of lower prices, allowing the business to differentiate itself from its competitors in terms of price, as well as the quality of the products it has on offer.

Lecturer's signature: \_\_\_\_\_



Date: \_\_\_\_\_

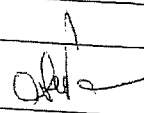
14/08/2019

Ex.2

This task is designed to see if you can summarise ideas from course materials in your own words. Re-read the text 'The success of ALDI' on previous page. Now answer the following question in your own words: What factors contribute to ALDI's success? Write about 175 words.

The food retail industry has become highly competitive. Aldi does not compromise on quality as customer satisfaction is the key. This case study highlights Aldi's lean approach to its business strategies, but at the same time maintaining quality products at reasonable prices. What Aldi put out is its pricing strategy without lowering quality. In some cases products are 30% lower than competitors. This is achieved through core values are simplicity, consistency and responsibility, quality products are designed simply and are consistent in Aldi manage to reduce operation expenses in all departments. Lean thinking approach helps minimise cost in all areas. The core purpose is to produce value and quality for customers without all the fuss, fussiness and efficiency. Since lean prices and quality are achieved through local sourcing, reducing cost of travel. The principle of good build with all round team of staff in all areas, reduce cost as staff are competent in all departments. Cost savings are passed to customers. This approach makes Aldi more competitive and does not compromise on quality to customers.

Lecturer's comments: Good summarising skill. You need to divide the text into paragraphs.

Lecturer's signature: 

Date: 14/08/2019

**Time allocated: 1 hour.** Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

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**Ex.1**

**Write a paraphrase of the following passage**

Mike Erwin never envisioned himself as a social entrepreneur or activist. While he was no stranger to leadership positions, his primary experience had been in large, structured organisations. He thrived in the highly regimented program offered by the school. Later, Erwin excelled in his assignments in the Army, winning multiple awards and medals. However, the founding and growth of Team RWB had none of the characteristics of his previous endeavours. Erwin's enthusiasm and the organisation's mission caught on rapidly and Team RWB attracted media attention disproportionate to its size. Very quickly, the organisation grew beyond anything that Erwin had anticipated. Without any intention to do so, Erwin accidentally became an entrepreneur.

Mike Erwin never imagined himself as a social entrepreneur or activist. Whilst he was in leadership positions, his main experience had been in large structured organisations. He excelled in the highly regimented program he was offered by the school. Erwin won multiple awards and medals for his excellent assignments in the Army. His past endeavours had no impact on the founding and growth of Team RWB. However, Erwin's enthusiasm and organisation skills were amplified and Team RWB attracted media attention disproportionate to its size. In no time, the organisation grew beyond anything Erwin could have imagined. In the process Erwin became an entrepreneur with all his track records and successes.

Good paraphrasing skills.

Lecturer's signature: \_\_\_\_\_

Date: \_\_\_\_\_

17/07/2019

Ex.2. Decide whether the paraphrased passages are acceptable or unacceptable by circling the correct answer and briefly explain why.

**Original Source:** A key factor in explaining the sad state of American education can be found in overbureaucratization, which is seen in the compulsion to consolidate our public schools into massive factories and to increase to mammoth size our universities even in underpopulated states. The problem with bureaucracies is that they have to work hard and long to keep from substituting self-serving survival and growth for their original primary objective. Few succeed. Bureaucracies have no soul, no memory, and no conscience. If there is a single stumbling block on the road to the future, it is the bureaucracy as we know it.  
Edward T. Hall, *Beyond Culture*, Anchor Publishing, 1977, p. 219

Paraphrase 1 - acceptable unacceptable

Reason: not All information well presented

American education is overly bureaucratic. This is manifest in the increasing size of educational institutions, even in small states. Bureaucracies are bad because they tend to work to promote their own survival and growth rather than that of the institution, as was their initial objective. Most bureaucracies fail because they have a conscience or a soul. I believe that bureaucracies are the biggest stumbling block on the road to the educational future.

Paraphrase 2 - acceptable unacceptable

Reason: All information well present

Bureaucratization has proved to be a major stumbling block on the road to our educational future. American institutions have become factories that are more conducive to the growth of bureaucratic procedures than to the growth of the students who attend them. Bureaucracies have to work long and hard to keep from promoting their own survival rather than the educational goals that were their primary objective.

Paraphrase 3 - acceptable unacceptable

Reason: Information not well presented

Bureaucratization has proved to be a major stumbling block on the road to our educational future. American institutions have become factories that are more conducive to the growth of bureaucratic procedures than to the growth of the students who attend them. This means that, as Edward T. Hall says in his book, *Beyond Culture*, today's educational institutions "have no soul, no memory, and no conscience".

Paraphrase 4 - acceptable unacceptable

Reason: All the information well presented

In his book, *Beyond Culture*, Edward T. Hall discusses the problems posed by the increasing bureaucratization of American educational institutions. Hall maintains that overbureaucratization is one of the key factors governing the state of education in America today. He points to the tendency of bureaucracies to promote their own growth and survival first and foremost, and observes that few overcome that tendency. He believes that this is responsible for the fact that many public schools bear a closer resemblance to factories than to educational institutions. In Hall's words, "Bureaucracies have no soul, no memory, and no conscience."

Lecturer's signature: C. Hall

Date: 17/07/2019