

The study of skills that are required to be a successful supervisor

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Table of Contents

Introduction 1

What is skill 1

What job or further study do I need 1

What skills are needed.....1

How I have demonstrated these skills? 2

How can I develop this 3

Conclusion 3

Introduction:

Skill and experience are the two important parameters to boost anybody's career. Both these parameters need time to develop. One can acquire skill and expertise if he performs the same task for a long time. Similarly, Experience is also developed if I involved in the same job for a long time. To develop both these two factors one needs patience, hard work and practice. Even also someone needs dedication and passion to achieve the desired objects that he wants to achieve. Even sometimes it is also observed if an untalented person practices the same task for a long time then he also becomes the expertise on that particular jobs. Skill is also associated with talent. For example, if someone has a good personality and presentation skills he can become a good speaker or narrator.

What is the skill?

Skill defines as an ability to perform a task with a certain result within a required amount of time or energy or both. Skills can be classified into two categories- domain-general and domain-specific skills. Some skills are general to all domain such as time management, teamwork, leadership, self-management, and others. Specific skills are required for certain domains. For example, if a person gathers knowledge of technical subjects especially for Information technology or computer science then he can become a software developer or coder. Domain general skills are the skills that are required for any domain no matter which professions you belong to. For example communication skills.

What job or further study do I want?

Further study always should be related to the previous study and work experience. It has to be linked with the previous study. Now let us discuss my case where my previous study was an MBA in management and now my job is to supervise for CleanEvent in-stadium Tottenham. I am going to discuss what are the skills required to get this position and still what are the skill I need to develop.

What skills are needed?

There are several skills you need to have to become a supervisor. Without that skills, it is hard for someone to supervise a team and organize theme properly .Especially for the case I need to have that following skills

· **Hard skills:** Hard skills define the specific abilities and capabilities of an individual to perform a specific job. Hard skills specify some special skill and expertise that you only have. In fact, for a specific task, you need to have those skills. To be a supervisor I have already acquired is following hard skills.

1. **Leadership skills:** leadership is an important hard skill that a supervisor should have. A leader not only leads a team from the front but also creates and organizes the team. During my course of study, I have acquired these skills when works as a team. Even sometimes I had to lead a team to complete an assigned project.

2. **Management Skills:** Management skill is the second important skill that a supervisor must-have. Management skills are related to time management and project management. For my case to be a supervisor I have to deal with the cleaning job in an organizing way and it would be done on time. These skills are I have developed during my course of studies. Because that time individually or in a team, we have to organize various projects and had to submit before the prior deadlines.

3. **Problem-solving skills:** This skill is completely related to your integrity. This skill also requires hard work and smart mind to solve any kind of problems related to work. This skills also help us to decide as per the situation. For my case, I faced several situations during my course of studies where I had to figure out the problems and according to that problem I had to find a way to solve that problem.

4. **Academic skills:** This skill is completely related to what we studied. This skill developed from the theory or the lessons that were taught during our course of study. Academic skills include various skills such as verbal and oral communication, time management, reading proficiency, critical thinking, research abilities, analytical thinking, and problem-solving. If I take my case most of these have been taught during our course of studies. Even our institute did some small session to develop these skills.

5. **Equipment knowledge:** Equipment knowledge is an important skill for a specific job. Without having proper equipment knowledge it is hard for anyone to deal with that equipment. For cleaning job, a supervisor must have the basic knowledge about the equipment and that already I have learned from Google and some internships.

6. **Time Management:** Time management is an important parameter for a person must have. If work accordingly to your plan then you need to know how to organize your work within the specified time. Time management makes more responsible for your work and you can work before the prior date.

· **Softskills:**

Soft skills defined as the interpersonal skills that help someone to interact with others effectively and harmoniously. Soft skills are also known as transferable skills or professional skills. Soft skills are not directly related to the specific job but every professional must have this skill to achieve something big. Soft skills are

related to attitude and personality of a person. To be a supervisor of a cleaning job I need to have the following soft skills

1. **Communication skills:** Communication skills are the most important soft skill for any career prospect. Communication skills include reading, writing, speaking and listening. To be a supervisor you not only have a clear idea but also you need to deliver it. If you cannot communicate properly and deliver your idea smoothly ambiguities may occur within your team. I need to speak properly and clearly and also in a polite manner to deliver my thoughts in person, phone or in writing. To be a good speaker you need to be a good listener. So to be a supervisor an I have to listen to my team or subordinate to get an idea about their thought process. I attended various seminars and give various presentations to various places and these things help me to develop good communication skills.

2. **Critical Thinking:** Critical thinking is another type of soft skills that an individual must-have. Critical thinking also tests person integrity and analytical skills. This skill helps us to deal with any situation no matter how difficult that is. Critical thinking includes creativity, flexibility, and curiosity. During my course of studies, I have faced several situations where I had to deal difficult situation and sometimes I have to face it alone. This experience will help me to become a supervisor and deal with any situation.

3. **Positive Attitude:** Positive attitude is another important soft skills that a person must have. A positive attitude includes confidence, courtesy, friendliness, cooperation, positive vibe, honesty. A positive attitude helps us to face any situation without losing confidence. During our course of study, I have learned how to stay positive, no matter what the situation is.

4. **Team Management:** Team management is an important parameter to organize your team. The process has started during the Hiring Process. To be a successful supervisor you have to organize your team and assigned the job according to their skills and experiences. Even being a supervisor it is also necessary to track the feedback of the team and make the decisions accordingly. Team Management includes Accepting feedbacks, collaborations, customer service, dealing with a difficult situation, dealing with office politics. The course of my study has taught me how to deal with a team and how to overcome the situation whenever I face any difficulties.

5. **Work ethics:** work ethic is an important parameter that a supervisor must-have. Work ethics is completely related to your professionalism. Work ethics include attentiveness, dedication, competitiveness, dependability e.t.c. being a supervisor I have to follow the instructions of the clients and that message must deliver to my team and this skill I have learned during my internship.

How I have demonstrated these skills?

The biggest thing is not just to acquire the skills and keep it them with yourself. These must be delivered in a written way and direct direction. Being a supervisor I have some responsibilities and I have made my mind how do I carry out these responsibilities. That follows as

- Firstly, I take an interview to all who are interested to be part of my team. My management and Hr skills help me to select the right person in the right position. During my interview, my focus is to seek the personality and dedication of the person.
- After the selection process, I will arrange a short training for my team. This training session not only helps them to acquire different skills like hard skills and soft skills but also it helps them to know each other. Even training session will make them strong young professionals.
- After completion of training I divide them into small groups having 4 to 5 people and assigned them different tasks and instructed them to solve those tasks in a specified time. This will help me to get an idea of how they are prepared for taking the jobs. My team management skills help me to do this.
- I have also planned to arrange a custom desk to resolve the customer's problem and also take the task and inform me and my team to provide services.
- There will be also a feedback session to take the customer's feedback and their complaints and take the decision as soon as possible.
- Finally, I have also made a team head under my leadership to deal with the team and organize the team according to the instruction provided.

Which of these skills do I need to develop?

From my point of view, I still need to develop and a bit of time management to solve the assigned projects on time. Cleaning job for an event is a big responsibility and one must need to have patience and proper time management to do it on time. But I still feel that I am lacking these two attributes, as a result, I fail to deliver my service on time. Sometimes I am being furious and impatience, that hampers my services or sometimes it may be delayed. Sometimes my team was responsible for this.

How can I develop this?

To develop any skills you need time. But time management and patience are such attributes that can only be developed by you. For time management I will hire more persons in my team to reduce the workload and also include at least two leaders in my every team. One for deciding my supervision and another one-two organize the team, directly communicate with the team and assign them a job and also selects the persons who are capable to do the job on time and the remaining person will assist him and also learn from him how to do the jobs. This way service can be provided on time even before the deadlines. To have a patience, I think I will have to organize a meeting with my team leaders, listen to their idea about the different projects and also share my

ideas and thoughts. This will help us to build trust and relationship and also organize the meeting with a customer service team that will help me to realize customer's issues. These things gradually make me more patient and help me to provide service on time.

Conclusion: Cleaning supervisor is similar work any other field supervisor work. Though it has some of its attributes. To be a cleaning supervisor you must have good management skills and leadership skills. Apart from that, I must have good communication skills, problem-solving skills, and analytical skills to solve any problems. cleaning supervisor also needs the dedication to do his job and also needs passion to achieve this.

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Appendix:

REVIEW ARTICLE

INTEGRATION OF TEAMWORK SKILLS IN TEACHING IN ORDER TO MEET THE LEARNING OUTCOMES IN THE CDIO SYLLABUS: APPLICATION TO TECHNOLOGY AND ENGINEERING

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ARTICLE DETAILS

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ABSTRACT

With the goal of fundamental and comprehensive innovation of higher education towards shifting the educational process from mainly equipped with the knowledge to the complete development of learners' competencies and qualities, universities have made many innovation initiatives to meet the increasing demands for higher education. To implement the above objectives, one of the innovations is to apply the CDIO approach as a standard framework for developing training programs, advanced training techniques to meet social needs and response, and international quality standards. Improving teaching capacity for teachers through the selection of teaching methods integrated between teaching professional knowledge with personal skills and interactive skills compatible with output standards and methods evaluate the effectiveness. Teamwork skills are a CDR on skills in CDIO syllabus, so it is necessary to implement teaching, organizing and evaluating group activities. The paper focused on the organization and method of implementing group activities in each class when implementing the training program by the CDIO approach.

KEYWORDS

CDIO approach, Learning outcomes, CDIO Syllabus, Integrated curriculum, Teamwork skill

1. INTRODUCTION

CDIO is a system of methods and forms of accumulating knowledge and skills in training students to meet the requirements of business and society [1]. CDIO provides a very specific and comprehensive guide on how to develop learning outcomes, curriculum frameworks, build learning environments, teaching and learning styles, and how to evaluate teaching and learning [2]. In essence, CDIO is a standard training process, based on the learning outcomes to design and organize training programs (outcome-based) [3]. The core and basic values of CDIO output standard are universal for many training programs built from specific learning results. Therefore, training under the CDIO approach is completely feasible for new construction or "improvement" of existing training programs in universities. One of the effective, already implemented and applied approaches for more than 116 universities in the world is the "CDIO" approach [4]. The "CDIO" approach is a model of educational reforms in technical universities towards meeting the needs of careers in the corporate and social context. It provides a very specific set of tools (including 12 standards) that guide schools to build an integrated training program to develop the learners' essential competencies so that they can fulfill their tasks. In professional activities; directing the effectiveness of the training process to help the school do better informing those capabilities for learners [5]. The "CDIO" approach helps us to more comprehensively look at a modern teaching model (teaching based on output capacity) in university education.

On the path of integration to develop, Vietnam Maritime University is always at the forefront of the renovation of education and training. With the mission of providing high-quality human resources, serving the economic development of the Northern Coastal Region, Vietnam Maritime University has a vision to 2020 in the group of 10 best universities in the country. By 2030 across the region's universities. One of the key tasks to achieve this goal is to build an international standard training program. Specifically, in 2017, CDIO will be implemented and rebuilt the 4-year training program and international integration [6].

One of the highlights of applying CDIO is the integrated curriculum [7]. According to the CDIO official website, CDIO's vision is to: Integrate professional skills such as teamwork and communication; Enhance active learning and experience; Continuous improvement through a high-quality assurance process; Enrich the course with student-designed projects - build and test. Understandably, the CDIO approach aims to train students to develop comprehensively both knowledge, skills, attitudes and practical capacities (called C-D-I-O capacity) and have a sense of responsibility to society [8].

Innovating teaching methods is to improve the quality of education [9]. One of the innovative methods currently evaluated by universities is highly effective is a group discussion method to meet the output standards of the training program by CDIO approach. Currently, group learning is both a requirement in the output standard and a recommended method of

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Academic and Employability Skills (ACE) – term 1
BMSW4001
In-class exercise 1: Paraphrasing

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).

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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 was no ~~him~~ incorporate in any activity and was only in big organisation. He was incorporate himself in big activities in school was give it by the school. It's does not make sense.

Later Erwin very active in his Army was many medals and discipline and progress in Team RWB. When they didn't have any integral part of previous position and was extremely happy in this organisation mission and rooted fast and Team RWB attract attention of media and report to its size. Fast the organisation raise across with Erwin had provide and with no intention Erwin become entrepreneur.

This is not a good paraphrase. The sentences do not make sense. This is copied from Anai Marita.

Lecturer's signature: _____ Date: 21/2/19

1 | Page

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Academic and Employability Skills (ACE) – term 1
BMSW4001
In-class exercise 1: Paraphrasing

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 bureaucratization 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. 223)

Paraphrase 1 - acceptable / unacceptable *No*
Reason: *Because Bureaucracies tend to promote their own survival and block the road of educational future.*

Paraphrase 2 - acceptable / unacceptable *No*
Reason: *Because Bureaucracies they work long and hard to keep promoting and the educational goals were their primary objective. 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 *No*
Reason: *Because*

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 *No*
Reason: *Because is too much information.*

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."

You clearly do not understand the task.

Lecturer's signature: _____ Date: 21/2/19

2 | Page

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Academic and Employability Skills (ACE) – term 1
BMSW4001
In-class exercise 2: Summarising

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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.

Aldi is cheaper than other retailers by up to 30%. The success of ALDI may answer this by ①...

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 involved 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 lean 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. *②* Employees are trained as multi-task, reducing staff numbers. 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: 20.08.19

1 | Page

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Academic and Employability Skills (ACE) – term 1
BMSW4001
In-class exercise 2: Summarising

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.

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. Some of the key areas where Aldi is able to minimise costs are by saving time, space, effort and energy. 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 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.

** See overleaf - for an example of an extremely short summary approach.*

Lecturer's comments: *This is shorter (✓) but could you paraphrase extremely. One example you could try is to do an 'extreme' summary, where you reduce the main ideas to one or two sentences.*

Lecturer's signature: _____ Date: 20.08.19

2 | Page