

ACADEMIC AND EMPLOYABILITY SKILLS

BMSW 4001

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ABSTRACT

In workplace, education and skill may make individual qualified for a job but, to be successful in nearly all roles, some skills are needed by the employer. Some will be specific to the job, but the vast majority can be used in any job or employment sectors. therefore, employers are ready to instruct someone the job-specific skills needed, such as how to use machinery, or use computer bundles that are very specific to that position. However, the employer would like to see if an individual's have the other skills before hiring them, because some skills are tougher to instruct. But not all these skills will constantly be needed in every job. However, the individual can be quite certain that will likely to be need them at some point in career, and many of them will be needed every day. In this paper I am going to discuss reflection cycle that individual ned to reflect their experiences, and some of the skills that individual will need in working place, these include Presentation skills. Team working, and SWOT analysis.

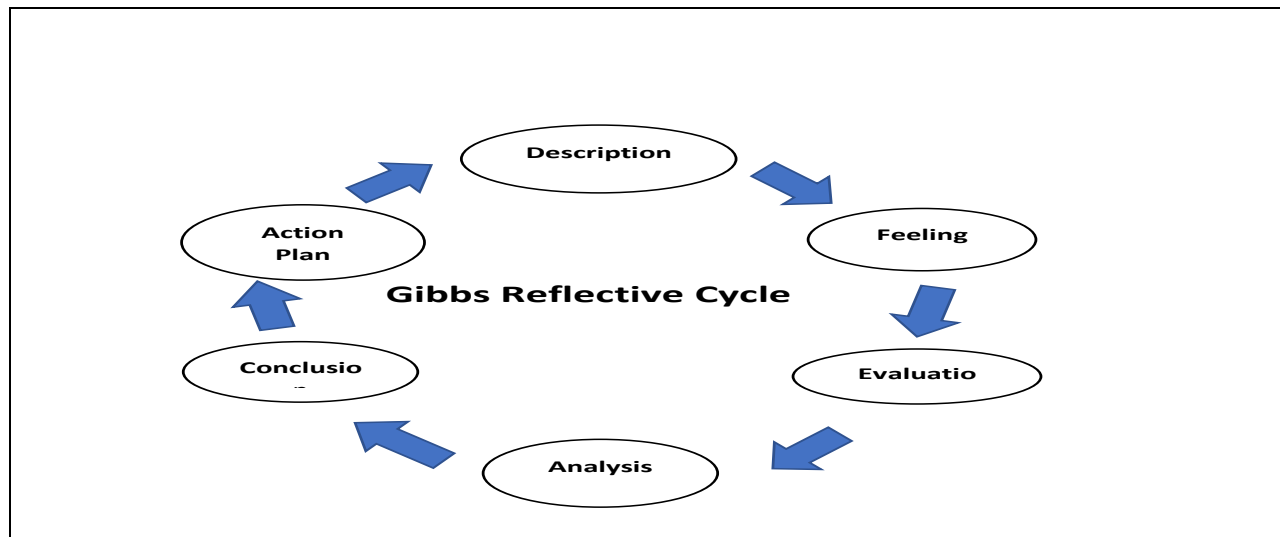
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1. REFLECTION

Reflection is a means of exploring and assessing ourselves, our views, characteristics, skills, behaviours, and interactions. Gibbs' Reflective Cycle was formed by Graham Gibbs in 1988 that provide a framework for evaluating experiences and working to discover and arrange from issues that either went well or did not go well. One of the acknowledgeable important ideas in Gibbs reflective cycle is Feeling. It involves 6 steps: **Description** of the event, **Feelings** and thoughts about the event, **Evaluation** of the event, **Analysis** to make sense of the event, **Conclusion** about the event, and **Action plan** to handle related circumstances in the upcoming future. (Gibbs, 1988)

Gibbs Reflective Cycle



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Therefore, Gibbs theory help people to understand certain situation better and learn to judge how the same situation can be handle in different ways in future. This can be either take individual experience or a condition goes through frequently Hence, these experiences do not have to be positive, negative experiences are also useful. (Gibbs, 1988)

1.2 Case study

First Term Digital Skills and Research Methods group work assignment

the group had five members and agreed to split works between members. I expected we could be able to assembly our work into one assignment before the deadline. Though, when we assembled the work, we realised some members were not written in the same academic writing. Then, we decided to give them enough time before the deadline to rewrite their sections. Though, we did not schedule time to rewrite if something went wrong. At the beginning of the group assignment all member was excited and focused on group goal, and all of us choose the part that we were comfortable with. We thought to split the work save time and the work can be done in appropriate way. But it had cost us more time and led to rewrite them. This was because we split the work by not considered our strength and weakness we have. As Belbin's 1981 team roles suggests that each person has some expertise that they bring into a group as well as the skills and abilities that individual bring to a task. Whilst we did not think in the same way as Belbin. (Morgan,2017). I think being wise about members' strengths and weaknesses as well as skills in the upcoming future will be beneficial in group work. And I will be more cautious on dividing the works among the group members and require member to have a plan as well as structure of the work before each member take their part.

2. TEAM-WORKING

A team is a group of individual working and performing together to accomplish a certain goal. Therefore, for the goal to be attained, team should be formed in reasonable size (five to seven member), clear goals, common approach, and mutual accountability that lead to have strong bond between the team member. (Maund, at ell, 2017)

2.1 Stages of team development

In 1965, a psychologist Bruce Tuckman, stated that teams go through five stages of development, each of these stages can influence communication and collaboration between member of the team. **Forming stage** members are usually concerned with acceptance and belonging. **Storming stage** the conflicts and disagreement arise due to the different personalities and working style, whereby, members are starting to defend their place as well as point of view by challenging the leaders and demanding more clarification of the purposes. In **Norming stage** member of the team rebuilds strength and unity, thus, become unified, trusted, and better organized that lead to clear roles, and commitment. **Performing stage** is productive phase, whereby, the team become stable, the team's goal is cleared, and members turn out to be skilled, knowledgeable, and committed towards goals achievement. **Adjourning stage:** is the end of the teams because the tasks are finishing, team roles are terminating and there is a call for celebration. (Richards and Moger, 2000).

2.2 Case Study

However, not all the teams go through these five stages as listed. As my second term Effective Teamwork and Communication group presentation; we created a group of 5 members. The tutor assigned us to create imaginary company

and present 5 different topics that will provide the awareness about team working to the health charity organization. Day one of our group meeting the disagreement arise concerning group leader post, as Maund, claimed team may possibly dispute regarding various matters at different stages. (Maund,2017). And after we solve the conflict of group leader and split our work among us, few day later another disagreement occurred; some members want to swap the topic with others after they felt that the topic they choice were hard to them. As a team we worked on this issue by splitting the work again, and each member has chosen the topic that comfortable with and continue with our work.

Nevertheless, 2 days before the presentation the disagreement had arises again between the group leader and 1 member of the group; they were fighting for doing a group introduction during presentation. Morgan said the team can move many times between the storming and performing stages. Therefore, the leader must set clear goals and describe them, supervise the team often, and focus on resolution of their conflict, thus, the storming stage must be passed fast before the adverse outcomes of dispute circumstances do not disturb the team's goal. (Morgan,2017)

2.3 Team Roles

Teams are very important in the success of any organization, and the success of any team depending on team role. A management psychologist, Meredith Belbin identified nine team roles that related with communication (behaviour) and interpersonal strengths. Belbin categorized those roles into three groups: **Thought Oriented:** The Plant (introducing innovative ideas and approaches), the Monitor Evaluator (analysing the alternatives through to make sure the right decisions are being made), and the Specialist (providing a specialized skill). **Action Oriented:** The Shaper (challenging the team to improve), the Implementer (put ideas into action), and Completer-Finisher (ensure comprehensive and

appropriate task's accomplishment). **People Oriented:** The Co-ordinator (considers in everyone working together to accomplish the team's targets), the Team Worker (encourage cooperation), and the Resource Investigator (discovering outside opportunities and developing new contacts). (Belbin,1981)

2.4 Managing team conflict

This behaviour can affect the team success and can cause conflict, and sometimes this conflict may be more difficult to identify, in such a way that negatively impacts their work. There are several approaches to handle dispute, depending on the level of dispute, these includes early intervention by using mediator services and formal procedures like investigation. However, there are other factors such as organizational politics and policies, lack of feedback, and confused and complicated goals, that demoralize the effectiveness of the team. (Morgan,2017).

Back to our case study, as a group instead of focus on finishing the work before deadline, we were busy to find the way to solve the problem. According to Cottrell, behaviours such as arguments, confrontation, or lack of effective communication can create harm to the productivity. (Cottrell.2019). One of the roles of team leader is to ensures smooth and effective operations of the team. Unlike to our team leader, she was engaging into fighting with members. Therefore, in to order to exploit our differences, as a team, we decided to generate creative and productive environment by allowing the member who has first topic to make introduction of the group.

In future, I will suggest using Belbin's team roles to split group task. And if disagreement arises, I will advise other team member to do early intervention, so we can be more committed in our work instead of wasting time on fighting. Finally, I will express my concerns if it can benefit the outcome.

3. PRESENTATION SKILLS

Presentation skills well-defined as skills that assist an individual to delivery information orally to the audience by conveying the messages with clarification and connect the audience in the presentation and read and recognize the mindsets of the listeners. It is a basic part of business and employment life because in business, the ability of giving a good quality of presentation is regarded as essential skill. Enhancement of good presentation skills demands well organisation and confidence. There is considerable importance of presentation in business life; it is growing opportunities by training personalities and raises levels of confidence, increases the chance of effective communication, and gaining clients. (Morgan, 2017)

To develop presentation skills require exploring the audience before presenting, this will help to know the qualities and characteristics of the audience. Therefore, the presentation will meet and exceed the audience's expectancies, and as a result audience gets what they came for. (Matthews, 2013).

Then, structure the presentation by starting with the introduction, following the main ideas and its important, and finish with a brief of summary of the main point, thanking the audience for listening, and inviting the questions: Do practise (rehearsal) loud, that will help to find and remove errors efficiently, reduce nervousness, and help to bring confidence

and security on the presentation day . However, do not memorizing it because it can reduce the engagement of the audience. (Kaul, 2005)

3.1 Case study

I have not got a chance to be on presentation before, this term is my first time to participate on it. I have been participating on three presentations; interview presentation on professional Career Development (PCD), reflection presentation on Academic and Employability Skills (ACE), and group presentation on Effective Teamwork and Communication (ETW). I was very nervous and at the same excited to participate on it

On ACE, I was not much prepared because I did not havr idea that we are going to have a presentation that day. However, because I know the nature and characteristic of my audience, I was able to present my most achievement in my life. As Mathews claimed that, before the developing any presentation the presenter must have exploring the audience. So, I remembered this idea and decided to present that day. On interview and group presentation I was well prepared and rehearsal several time with my partner of interview as well my fellow group member.

However, because I was much prepared and rehearsal several time until 10 minutes before the presentation, during the group presentation with the mix of nervous and tense I felt tired and I was not able to present the way I thought. Therefore, I promise myself next time before the presentation I will make sure to give myself much time to relax and control my nervous behaviour.

4. SWOT ANALYSIS

This is a structure employed to assess a company's or individual's viable status and create considered plan to dominate the marketplace. It means Strengths (skills and ability that every individual or organization already has), Weaknesses (the negative side of the company or individual that need improvement to remain competitors in market), Opportunities (outside influences that help the company to obtain competitive advantages) and Threats (the factors which are cause harm to the organization or individual to attain their goals). Hence, for both individual and company should focus on that four elements. (Cottrell, 2015). Therefore, both individual as well as organization, before commit to any action, they should employ SWOT analysis, this is because the analysis can illustrate the significant part where organization is not performing well, and also can help to know which operations need modification.

Amina's SWOT Analysis

STRENGTHS	WEAKNESS
• I can be persistent and stay in something for the long run and I patiently work things out and make things happen. • I like to have specific times to put apart for my task, that it can remind me to complete work in certain amount of time. • I can anticipate, understand, and adjust changes by turning my mindset to considering them positively, • I am trustworthiness and honest, I can stick to the plan even when the next step I need to do is hard. • I can give my time to help others without expecting anything in return.	• Lack of confidence in of public places. I feel nervous and shaking to speak in public. • English is not my first language, sometimes I found it difficult to communicate. • I have less working experience in the social care area such as child and adult protection. • I do not have enough digitalskills; this make me difficult to access some learning information from online. • Lack of work skill because I have not been working in UK before

OPPORTUNITIES	THREATS
• I am studying certificate of Health and Social Care at the University of Wales Trinity Saint David. • Applying online course for English language that will improve my communication skills • Applying for the job as soon as I will finish my certificate course • Improving my Information technology skills through virtual learning setting • Through University I can meet new people outside my family	• Increasing market competition because I have not neither working skills nor experience. • COVID-19 in reaction to social distance, school closure, and introduction of virtual learning environment disturb the education process. • Sometimes it become hard to manage time and divide my responsibilities. •

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5 Conclusion

Therefore, soft skills are very important skills at workplace. These skills involving the ability of individuals to communicate and work with a team. These are the in-demand skills that help individual to be a successful candidate for employment. Hence, individual can improve their employability by being more self-aware and reflective, encouraged, accessible to learning, improving their skills and knowledge, and effectively being able to explain their skills and experience to others.

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