

ACADEMIC AND EMPLOYABILITY SKILLS

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TASK 1: INDIVIDUAL PRESENTATION

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INTRODUCTION

- I have worked as classroom assistant for more than 10years. I have 3 children. Due to my personal situation, I had to change my job to fit my family life.
- I was approached by a friend to work in his business an Indian take away and catering firm, at the front desk dealing with customers.
- Recently I was told by the company they would like me to take over Managerial role, which will be commencing from December 2020

WHAT ARE SKILLS?

- Skill is a term that encompasses the knowledge, competencies and abilities to perform operational tasks.
- Ability to do things, in formal work settings.
- Skills are developed through life and work experiences and they can also be learned through study.
- There are different types of skills and some may be easier to access for some people than others. [SEPTEMBER 21, 2020]

HARD SKILLS

AND

SOFT SKILLS

REQUIRED FOR A JOB, ACQUIRED THROUGH FORMAL

- **Education, Training**
- **College, Apprenticeship**
- **Certification Programmes**
- **Schools**

GENERALLY LEARNED AS YOU GROW UP THROUGH FAMILY TEACHING

- **Positive attitude**
- **Critical thinking**
- **Communication**
- **Dependability**
- **Organisation**

ACADEMIC SKILLS

Academic skills are mix of study habits, learning strategies.

- Time management
- Essay writing
- Note-taking
- Research
- Exams
- Reading information and understanding,

[ANNE BOLENDER]

MY SWOT ANALYSIS

IDENTIFYING & EVALUATING MY STRENGTH AND WEAKNESS SWOT ANALYSIS

[Shewan, April 2020, Dolye. A 2019]

S STRENGTHS	W WEAKNESSES	O OPPORTUNITIES	T TREATS
Communicate, clear voice, quick learner, practical, determine good observer, good memories, empathy enthusiast, creative perfectionist, hardworking, passionate, optimistic	Get nervous quickly, not demanding, trust too quickly, can be deceived easily, too helpful, punctuality Lack of confidence, public speaking, fearful	Company expanding opportunity of having partnership, chance of being shareholder in their other projects outside of this business-housing, accountancy	Colleagues competing for same role, being Female, taken advantages of good nature, lack of Academic education manipulated easily weakness can become threats

EMPLOYABILITY SKILLS

Education and experience make eligible to apply for a job, and some skills that you are likely to develop over time. Some will be specific to the job, but mostly require 'soft skills' they are what makes you employable: [INDEED, 25 AUGUST 2020]

- *COMMUNICATION*
- *DEPENDABILITY*
- *ORGANISATION*
- *TEAMWORK*
- *CRITICAL THINKING*
- *ADAPTABILITY*
- *POSITIVE ATTITUDE*

CAREER PLAN

- Learn new skills
- Identify skills that I already have and enhance them more in to employment skills
- Improve my hard skills by completing academic and employability skills course.
- Advance my soft skills and find effective way to use in present job
- Develop myself better so take new challenge and role
- Take the opportunity available for me to promote to Managerial role
- Secure my job role by increasing productivity of the firm

PERSONAL DEVELOPMENT PLAN

Ignoring fear of failure can achieve and success my targets, being around people who sees my potential and encourages me to do better.

<u>JOB: Manager</u>	<u>How</u>	<u>How long</u>	<u>Obstacles</u>
Skills: Management Skills Financial Knowledge Communication Creativity Interpersonal	Training, doing Academic and Employment Skills course, Eliminating fear of thinking not good enough put myself first, set goals and give priority work to achieve, build confidence	1year Need to concentrate on overcome my treats and weakness. Sooner rather then later.	Getting used to studies, family commitment, work timetable. COVID-19 Pandemic Not believing in myself, coping with all things same time, only female

CONCLUSION

- Enrolling in this course couldn't have been better timing, the vast amount of knowledge and techniques that I wasn't even aware of before.
- I wasn't familiar with many of the new terms, words like SWOT, soft & hard skills that now I understood. The insignificant habits now I recognize as skills, distinguish my soft skills from hard skills.
- I must find way and adapt my newly acquired knowledge and skills and practise them in my workplace. Be more pro-active towards my new role to achieve more
- Self-satisfaction can motivate to do better, get Inspiration to carry on to next level with this course.

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RUPIA HUSSAIN ID:201013 ACADEMIC AND EMPLOYABILITY SKILLS.
RESEARCH WORK - TASK 1: INDIVIDUAL PRESENTATION (5-10 MINUTES)

I have worked as Classroom Assistant for more than 10 years. Due to my personal situation, I had to change my job to fit my family life. I never intended to work in this profession as I heard too many negative and unprofessionalism habits. I was approached by a friend to work in his Business an Indian take away and catering firm, at the front desk dealing with customers. I have been working as customer relation assistant for 11 months now. Recently I was told by the company they would like me to take over Managerial role. My role as a manager which will be commencing from December 2020. In order to take over this new challenging role in my workplace. I must have some very clear strong attributes. [Lumley, 2014] Leading and managing roles requires to many different skills to carry out the job effectively. I may encounter very conflict situation dealing with difficult team members, negotiating with senior members of the team, attending meetings taking necessary steps to solve problem, find effective and innovative ideas to motivate colleagues to perform better to improve business outcome. Promote professionalism behaviour sincerity to assign job role. I may have to carry out multiple tasks to keep up with the demands of the consumers, approach different ways to rest of the team to complete task on time. Understanding of my new role as a manager I must acquire lot of different skills. I am going explore the method used by [Henry Mintzberg] and what we have learnt in the class with our lecturer. In his classic book, *The Nature of Managerial Work*, Henry Mintzberg describes a set of ten roles that a manager fills.

Academic and Employments skills

Now I have the knowledge of the skills and quality that I require, I must understand of different ability that I may already have and establish these abilities to employment skills which I can adapt to perform my new job role effectively. What I have learnt from lecturer and researched about employment also review my notes from my class. Adaptive skills, manage workload, adjust to demands of the job. May be try and do a swot analyse on myself to find out which area I need to focus on, but before I need to know all the different types of skills may require in my job or even in any employment. [Morgan,2017]

Hard Skills: are part of skill set that is required for a job. Hard skills acquired through formal education training, schools, collage, apprenticeships, certification programmes, ability to speak other language fluently, knowledge of digital skills like PowerPoint, Photoshop, Carpentry, hard skills can be obtained and improved with practise on the jobs and training by which makes easier to demonstrate hard skills to businesses. [Kagan, Oct 23, 2020]

Soft Skills: generally learned as you grow up through family teaching, experience. Soft skills are extremely valuable in all work settings and workplaces role. [indeed. 25 August 2020] There are many different types of Soft skills which are very crucial to any personality.

Positive attitude: - being optimistic and cheerful no matter the task, can motivate entire team. Having positive attitude can improve productivity for the business.

Critical thinking: - extremely helpful for making crucial decisions, ability to research and analyse information, spotting risk, considering all possible aspects of the outcome.

Communication: - expressing ideas, feelings being mindful of others. There are 6 essential different part of communication that I need to practise in my everyday work life to make business grow and promote teamwork like: -

- **Verbal communication** - includes interpersonal conversations, speaking over the phone, public speaking and appropriately interacting with clients and customers, peers and supervisors.
- **Non-verbal communication observing** - maintain proper eye contact, body language, managing tone of voice and vocabulary and use gestures to show engagement
- **Written communication** - such as business correspondence, emails, reports, contracts and memos.
- **Audio-visual communication** - essential when using digital visualisation tools, slide shows, videos giving presentations.
- **Active listening** - skill enables to focus on what a speaker is saying, retain information, confirm with follow-up questions.
- **Digital communication** - involves various forms of connection including using video conferencing, social media and instant messaging.

Dependability: - ability to demonstrate, maintaining quality work, keeping deadline, being punctual to work and meetings, contribute to peers when they required.

Organisation: - efficient and effective habits adhere to while at work, time management, keeping calendar dated, dairy, prioritising tasks, establish and manage deadlines.

Conflict resolution: - able to find respectfully effective solutions for parties who may have different point of view to a problem, mediate compromise between two or more parties, being aware of both sides' arguments, knowing when to approach senior leader assistant in conflict situations, developing mutual understanding can strengthen work team's relationships and productivity.

Problem-solving: - innovative thinking specialise in find several solutions to an obstacle, use logical trial and error, identify and establish ways to prevent the issue from happening again, experience and having wide range of knowledge can be an asset to be very efficient.

Adaptability: - to able to change way of thinking and acting to accommodate new situation, new clients to meet their need, adhere to new policy rules in the company, pursuing more knowledge and training to get greater productivity for the organisation. It also highlights how dedicated one is to their job.

Creativity: - ability to innovative something new, marketing, testing new theories to achieve more, brainstorm with colleagues, encourage work team to '*think out the box*' creativity is used with a variety of other soft skills too.

•**Teamwork:** - this soft skill reflects on one can help others with their tasks, give training so they complete projects correctly, give constructive feedbacks, being respectful of everyone's ideas. A very important skill to create enjoyable work environment.

Identifying and evaluating my strength and weakness can maximize my potential of how and what I do, to adapt to my new position,

Challenges of my new role as a Manager

Working in that organisation, I was a bit reluctant at the beginning. I am an open mind individual, but very much aware of my community and culture around me, as I am intensely involved in community work and promoting culture. I was hesitant to do this job. For first 8 months I have not told anyone where exactly I was working as I know it will rise lot of eye borrows. An Asian female working within a male dominating job, which I had no knowledge nor practise. I was trained in my job by the owner. The change in my role will be very challenging as I am a woman with very little experience and the youngest person working with lot of older and experience traditional minded men. Apart from my lack of skills, I will have great difficulty approaching any change in the firm. I will have to harbour a very strong dominating approach to conquer any change, it will be very challenging to make my peers take me seriously, I must be commending same time I must be respectful too.

PLEASE NOT ALL THE WHITE SLIDES (5) ARE MY BACKGROUND WORK I DID TO DO THE TASK1- INDIVIDUAL PRESENTATION. IF NOT RELEVANT PLEASE IGNOR