



Prifysgol Cymru
Y Drindod Dewi Sant
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Trinity Saint David

Skills for the Workplace Module Assignment Submission

Student Name:	Michel Knochenhauer
Student Number:	1809183
Module Number:	BMSK4001
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Lecturer:	Thea Jaffe

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Introduction

With the improvement of modern technologies and radical changes in the workplace, employers are increasing demands when it comes to recruiting a new employee. They want the work to be at the lowest possible cost to the organisation. They seek applicants who already have employability skills, confidence, and can enter the workplace with minimal direction and training.

For this reason, the purpose of this report is to analyse the definitions of relevant employability skills, recognising and highlighting some skills already achieved and some needed to develop and improve in the future. In this work, you will find the definitions of communication and teamwork, the importance to have these skills as a result of gaining credibility in the search for employment opportunities and be a potential candidate that organisations seek and the consequences if you do not have it.

Definition of Communication

According to UKCES one of the functional skills that practically everyone needs to do in almost any employment is to use communication effectively. The UK Commission for Employment and Skills defines Communication it as writing clearly and accordingly to the situation, ordering facts and thoughts logically.

(Holmes, 2017, pp. 57)

No matter what branch or segment of a company, good communication in the workplace should be necessary for a corporation to keep and thrive in today's competitive marketplace.

The communication is responsible for transmitting accurate information, address to enhance the regular work basis. Communication is an essential tool in all its faces, and through it, we will be able to develop a proper performance evaluation.

Humans are highly relational, and with it, communication becomes the basis of all activities. The man has always been in search and ways of relating that was efficient, and today is no different. We have various ways of establishing personal and professional relationships in order to generate understanding and engagement.

Also, in the corporate environment, businesses need to fit the contemporary generations who have their way of communicating and working.

In general, improving communication in the workplace contributes to propose solutions, present ideas, explain strategies, make agreements, in a clear and objective way.

The importance of Communication Skills at Workplace

According to Saxton, effective communication facilitates innovation, “employees need to feel comfortable with their employer so that they can openly communicate new ideas and innovations that allow the firm to reach its full potential.”

(Saxton, 2018, p. 32)

New market trends and technological advances have increased the importance of the field of communication in the workplace, whether written, oral or non-verbal. Today the market is becoming more demanding.

The more involved and well informed the employees are, the more committed they will be to carry out their activities.

Capacity development depends not only on the channel used to carry out the communication but on how to express it.

Good communication is key to success. Professionals should not be afraid to expose their ideas, and they should only be attentive to speak in order to be understood in an objective and clear way.

Cottrell (2010) Using communication skills facilitates establishing relationships, communicating accurate information, giving clear directions, making practical contributions to conversations and meetings, expressing clearly and concisely, summarising what people are saying, dealing with difficult people, negotiating position, provide and receive constructive criticism, and adapt the style of communication to specific circumstances.

Effective communication enables to establish and maintain personal and professional relationships successfully. Efficient communication is a necessity in this age of globalisation. It is a combination of listening, speak, read and write effectively.

[\(Bharati, 2016, p. 6\)](#)

Excellent communication in the workplace avoids information from being disclosed inappropriately.

The Consequences without the Communication Skills

The consequence of a failure in communication can lead to conflicts and disagreements in the work environment, bring about a shock to the team, impact on the performance and productivity of the professionals, as well as interfere directly in the company's business, results and ultimately in its profit.

In analysing the subject, the justification for these problems is in small administration errors in the implementation of the communication as an excess of information; lack of involvement and participation of people, lack of communication, lack of motivation of staff, poor teamwork, difficulty in personalising messages for different levels of employees, among others.

Communication Skills and Essential Improvements

Currently working with young people and communicator at a church in London. I see the growth and development of new employability skills in life such as communication,

teamwork and leadership — however, a vital urgency for growth in improvement and ability to communicate better.

There have already been situations where I could not express clearly and create unnecessary situations because I was not understood.

As James Thurber quotes, "Precision of communication is important, more important than ever, in our era of hair trigger balances, when a false or misunderstood word may create as much disaster as a sudden thoughtless act" ([Turaga, 2016, p. 57](#)).

Clarity in the use of communications skills verbal or nonverbal such as speaking, listening, writing, and reading effectively helps us to be more clear, direct and help us with misunderstandings.

Communication skills, similarly as active listening and assertiveness, help the process of information more transparent.

Active listening is a crucial element in accurately understanding what the other person is saying. It requires commitment and discipline to achieve.

Assertiveness gives the ability to speak directly and honestly without disrespecting or dishonouring another person. They can protect themselves and convey their thoughts firmly, without intimidating, condescending or manipulating others.

[\(Griffiths and Dunham, 2015\)](#).

Definition of Teamwork

Kozlowski and Bell define teams as groups of people “who exist to perform organizationally relevant tasks, share one or more common goals, interact socially, exhibit task interdependencies, maintain and manage boundaries, and are embedded in an organizational context that sets boundaries, constrains the team, and influences exchanges with other units in the broader entity” ([Kozlowski and Bell, 2003, p.334](#)).

According to this definition, teams exist to accomplish specific tasks that are related to common goals. For this to happen, people need to interact with one another in a way that can achieve and fulfil the proposed goals.

The importance of Teamwork at Workplace

In most organisations, success depends on people working together and the benefits of working in a team can give us a big impact on our lives.

Team members can learn from each other, and more hands make the job easier. With the sharing of ideas and thoughts, responsibilities and hard work are intended to have better performance. As a team shares work among its members, the work will not be interrupted if a person is absent or quits. Also working as a team is good for us as individuals, not everyone likes to be isolated and working with teams helps us putting pride and ego aside. ([Homes, 2017](#))

As Morgan comments: “A team is a number of individuals working as one to achieve a particular goal to which they are all mutually committed” ([Morgan, 2017, p. 204](#)).

The Consequences without the Teamwork Skills

Teamwork is an enhancer or multiplier of the resources of the employees involved, with the promise of better results, concerning speed, creativity and efficiency at work, and to the level of employee motivation.

Teamwork is widely accepted as a powerful and effective way of succeeding demanding goals through the collaboration of a few different individuals. Individual achievement is less effective in the lack of support, co-cooperation of others who share the same obligations. [\(Mathiei et al.,2008\)](#)

Building in this argument without the Teamwork skills, the use of the best resources of each employee will be adversely affected. As well, without the discussion of ideas together missing the opportunity to come up with innovative and more creative solutions. Concerning motivation, without teamwork can be a significant disadvantage, since the feeling of belonging creates greater motivation and involvement in the tasks and another aggravating factor in respect to productivity results will not be so fast.

The introduction of teamwork in an organisation, if not adequately addressed, does not guarantee a successful outcome; on the opposite, it might lead to decreased effectiveness, innovation and satisfaction.

[\(Benevene, P., Cortini, M. and Callea, A. 2011, p. 518\)](#)

On the other hand, there may be people who, despite all the skills for teamwork, cannot work together.

If there is not effective leadership overloading certain elements, either because of their specific capabilities or just because of a poor distribution of tasks, an unfair distribution of work can occur, causing overloading of some elements and delay of work.

Another factor that can cause bad team to be poor management of time spent in a meeting, as the work is discussed and worked out in the team, will be spent more time in this process, which can be a definite disadvantage.

Teamwork Skills and Essential Improvements

I realise that I have grown up in recent years, but there are still some gaps that need to be strengthened and fulfilled in order to be successful and effectively in teamwork skills. Such as team management skills, delegating effectively, performance management.

As presented in the previous subject, there are some employability skills such as effective communication, being the base element to build a good relationship with others and also facilitating the creation of a right atmosphere, inspiring others and generating effective relationships in the work environment.

Conclusion

It is evident the importance of communication in work environments, whether they are symbols, from written language, to oral, to drawings, to music, any representations that help us to pass on a message to another person or group.

Our relationships with other individuals require that we know how to communicate effectively and a clear way, so the use of these signals has been a part of our lives forever.

Finally, it is clear that we are group beings, who need people to reach our goals and become stronger. In this process of development and improvement, the correct use of employability skills will make all the difference in our whole life.

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