



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

International Hotel Management

Business Skills

Week 6: Skills for Professional Practice

Part 1: Transferable Skills - People Skills

Part 2: Learning and Development Workshop

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk



Recap Week 4: Learning Outcome

On completion of this session, you should be able to:

- identify characteristics associated with procrastination and perfectionism
- explain ways to help you improve your time management skills.



Recap on week 5...Industry Event!

- How did it go?
- Any Questions?

Reminder: Workshops: Key Dates for your Diary!

➤ Week 6 – Wednesday 31st May 1:30 – 2:30 pm Referencing Skills

*** Please note, this session is compulsory as it is part of your scheduled learning.**

Learning Outcome

- Upon completion of the session, you will be able to identify with communication barriers and how they can lead to miscommunication

Coming up...

- During part 1 of today's session, we will be looking at ***People Skills*** with the main focus on ***Communication and Interpersonal skills***.
- Part 2 will include a ***discussion on tasks 5 and 6***. And a chance to ask about... ***things you don't know!***

Recall the learning and Group Discussion...

During week 4 we looked at how transferable skills can be split into two groups – People Skills and Functional Skills. Can you remember which skills belong where?

➤ Let's take a look:



Which of the following are people skills?

- Research Skills
- Critical thinking & problem solving.
- Teamworking & collaboration.
- IT skills & digital literacy.
- Communication & interpersonal skills.
- Leadership & management.
- Time Management

How did it go?

Transferable skills can pretty much be split into two groups:
people skills and other more functional day-to-day business skills.

People skills

- Teamworking & collaboration.
- Communication & interpersonal skills.
- Leadership & management.

Functional business skills

- Research Skills
- Critical thinking & problem solving.
- IT skills & digital literacy.
- Time Management

(UWTSD, 2022)

People Skills and Functional Business Skills

People skills are all about your communication and wherever you work you are more likely to have to work with someone. Your ability to lead a team, or to communicate well with your employer, client or colleagues is critical to your success and well-being. The ability to communicate well and get along with those you work with is crucial and employers value people skills very highly.

Functional day-to-day skills help you to be more efficient and effective in your role. From organising and prioritising your time, to using excel to analyse data, to being confident when you are faced with challenges and change and coming up with creative solutions and new ideas. Many of these skills are fundamental to most jobs.

Transferable Skills – People Skills



Group discussion and Knowledge check!

- Have any of you considered management roles?
- Are you aware of the difference between leadership and management?

Leadership and Management

Put simply, the more transferable skills you have the better placed you'll be to make the transition into management. However, it is important to note, there is a difference between leadership and management.

Management is more about structuring the organisation and the people who work for it. For example, organising and implementing roles and responsibilities to achieve the objectives of the organisation. However, leadership is more about interpersonal behaviours. Effective leadership involves inspiring the team or individual to reach their potential. (Mullins, 2019).

- Managers do things right – leaders do the right thing.
- Managing is an authority leadership – leading is an influence relationship.
- Managing creates stability – leading creates change.

(Kent, 2005, cited in Mullins, 2019, p, 335)

Teamwork and Collaboration

- Team working skills are high on the list of employers' lists of desirable skills. Your ability to work well with others is crucial to the performance of the entire team. Great teamwork leads to creativity and innovative solutions thus increasing productivity and staff morale. Use your time at university to enhance your teamwork and collaboration skills – be teamwork ready!
- Although our sessions are delivered online, how you communicate with fellow students and your lecturer is important to your studies. Feeling part of the team can be a great motivator during your studies. Asking questions and engaging with others not only helps improve your communication skills but creates a sense of belonging For example, think of it as the three Cs of Teamwork!

The 3 Cs of Teamwork! 😊

- **COMMITMENT** – Why is being a part of this team important to you? Why is the overall purpose important to you? What do you hope to gain from your involvement?
- **CONTRIBUTION** – How do you contribute to the team's success? What talents, skills, and expertise do you bring to the team? What do you see as your role on this team?
- **CONCERN** – What questions, concerns, or needs for clarification do you have? How are we doing? What is currently working well? What can we do to strengthen team capability?

Communication and Interpersonal Skills:

- During your lectures, you are expected to participate by responding to questions, putting your views across and taking time to listen to what other students in your class have to say as well as your lecturer.
- Think about how you have communicated with students and lecturers so far. Has the way you communicate changed since week one – do you feel more/less confident? Also, do you work effectively alongside others. Are you able to discuss topics or issues tactfully?

Communication and Interpersonal Skills:

- Your working life involves being able to communicate and interact effectively, whether with colleagues' managers or guests/customers. This involves taking time to listen to others and understanding their needs. While putting your own views across clearly.
- Understanding and managing your own emotions and recognising and responding appropriately to the emotions of others are also crucial for integrating into a team or wider organisation.

Effective Communication for Professional Practice



Key Quotes...

I know that you believe you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant.”
(Greenspan, n.d)

“Communication is essentially the ability of one person to make contact with another to make themselves heard.”
(Adair, 2009)

Coming up...

- During this part of the session, you will be introduced to the concept of effective communication. This will include, identifying barriers to communication and identifying actions to improve listening skills.

Effective Communication

Survey after survey puts 'Communication Skills' in the list of top skills that graduate employers are looking for. Beyond that, being able to listen to other people, and to get your ideas across clearly to others is a key life skill which applies to all aspects of your life.

However, it's not just about exchanging information it is about understanding the intentions behind the information, paying attention to non-verbal signals such as body language, and also engaging by listening as well as speaking.

The following examples are very different but were the result of miscommunication:

Example 1

Syeda contacts Emily and they arrange to meet for lunch at 1 pm. At 1.30 pm Syeda is still waiting so decides to give Emily a call to see if she is ok.

It transpired that Emily thought they were meeting at 1 pm the following day. That will teach Emily not to answer her phone while posting on Facebook with the radio on in the background.

This is trivial and something they would probably laugh about the next time they arranged to meet, however, sometimes miscommunication can result in tragic consequences...

Example 2

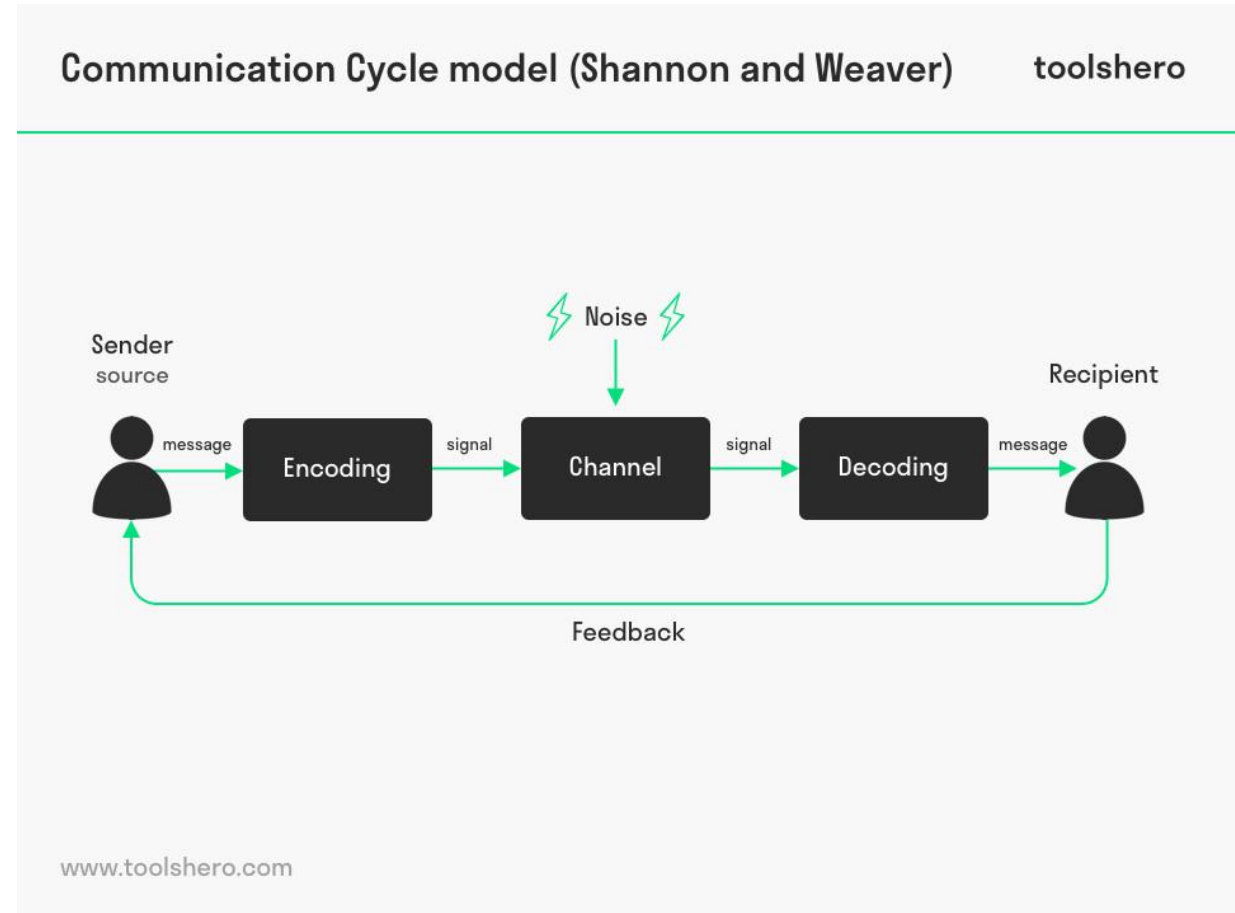
In July 1981, two walkways in the lobby of the Kansas City Hyatt Regency Hotel collapsed. More than 100 people were killed and 200 injured. The cause was a structural design flaw that resulted in a decrease in the walkways' load-bearing capacity.

But investigators concluded that the real reason those walkways collapsed was a miscommunication between the structural engineer and the steel fabricator. The drawings submitted by the structural engineer were preliminary, but the fabricator interpreted them as final. The fabricator then proposed a change that the engineer failed to review thoroughly before approving. This could have been prevented through better communication (AUCOTEC, 2016).

The Communication Process

One of the most common models used to understand what happens when people communicate is the model developed by Shannon and Weaver in the 1940s.

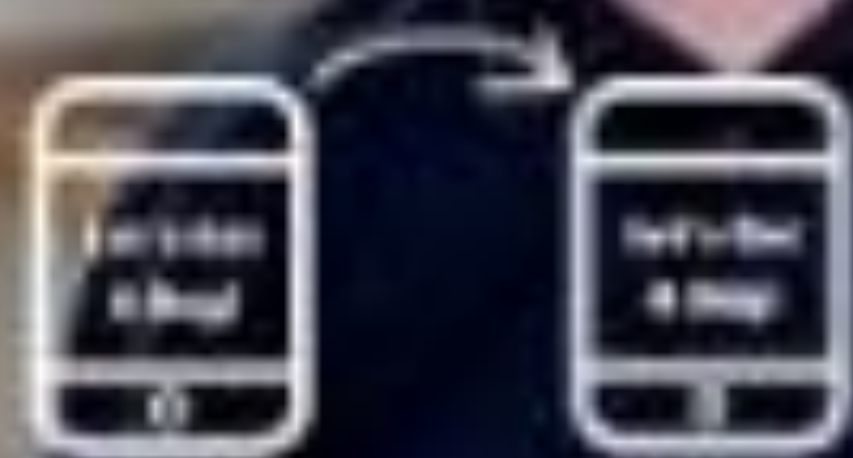
As you can see from the model, communication consists of a number of elements.



Video Time!

- Let's watch the following 4-minute video - Transmission Model of Communication: Shannon and Weaver. We will then discuss as a group...

S Sender
M Message
C Channel
R Receiver



Recap: Limitations of the model:

- It doesn't account for non-verbal communication
- It doesn't account for feedback
- The model is simple, but people are complicated

What's it all about?

Words

- Effective communication is, in part, about choosing the right words. It's important in your studies that you understand the key terminology and how to use it in conversation and in writing. But there is more to effective communication than just the words we use.

Tone

- Think about the phrase 'I'm fine'. Depending on how you say it, you could convey very different meanings.

Body Language

- In the video, Alex Lyon mentions that the Shannon and Weaver model doesn't include 'non-verbal communication'. This term includes all the signals that you're giving off while you're talking or listening to someone. Are you smiling? Are you looking distracted? Do the words you use match your body language?

Let's not talk about it!

- We are now going to spend 5 minutes attempting to discuss the limitations of the Shannon and Weaver model by communicating via the chat only...
- Cameras and microphones off please!

Welcome Back!

How did it go?

- Was this an effective way to communicate?

The Shannon and Weaver model is from the 1940s.

- Let's discuss the different communication channels available today. Choose one you use most frequently.
- Is your choice an effective way to communicate? What interference might happen when using this method?

Words can sometimes be very easy to misinterpret. As demonstrated in this simple story about an incident on the road...

Road Hog!

Last weekend I was driving along a country road on my way to visit a friend. As I approached a sharp bend a car careered round the corner on the wrong side of the road. The driver just about managed to correct his position narrowly missing me and as he approached shouted at me out of his window....."PIG!!!"

"ROAD HOG!!!!" I shouted back angrily and looked in my mirror as he disappeared at speed. What a damn cheek I thought as I entered the bend, probably going a little too fast.....

.....It was then that I hit the pig standing in the middle of the road!



Wrong end of the stick!

- The Shannon and Weaver Model can help us to understand the communication process in its simplest form. It is easy for the intended message of the receiver to become distorted and for the receiver to misunderstand the intent of the message.
- Can you give some examples of barriers to effective communication?

Barriers to Communication – Did you have something similar?

- The use of jargon.
- Differences in perception and viewpoint.
- Hearing problems or speech difficulties.
- Language differences and the difficulty in understanding unfamiliar accents.
- Expectations and prejudices which may lead to false assumptions or stereotyping. .
- Cultural differences.

Communication & interpersonal skills

START COURSE

DETAILS ▼

Click on the link and complete the 15-minute course on Communication and Interpersonal Skills. The link will also be made available via our Business Skills Team chat. We will resume in 20 minutes.

- <https://uwtsd.careercentre.me/elearning/scorm-rise.aspx?CourseId=rAHPmhCiFjHQjjC4V4jovg==>

How did it go? Let's Summarise

- Communication skills are about all the different ways we communicate and can be divided into five key groups: ***day-to-day interactions, presenting, networking, writing, and teaching.***
- Interpersonal skills are about how well you ***communicate and interact*** with others and include ***listening skills and emotional intelligence.***
- Having good communication and interpersonal skills is important across all jobs and levels.

(UWTSD, 2023)

Let's Summarise (continued)

- They help you work more effectively day-to-day and also support your career development as they help you to form meaningful connections, have productive career conversations and develop your reputation.
- From an employer's perspective, they enable successful cooperation and teamwork which in turns leads to higher levels of productivity and creativity.
- Improving your communication skills comes from practice and, crucially, perfecting your interpersonal skills so pay attention to your listening skills, emotional and cultural intelligence and body language; take the time to fully understand your audience and always make sure your message is clear and concise.

(UWTSD, 2023)

Recap: Learning Outcome

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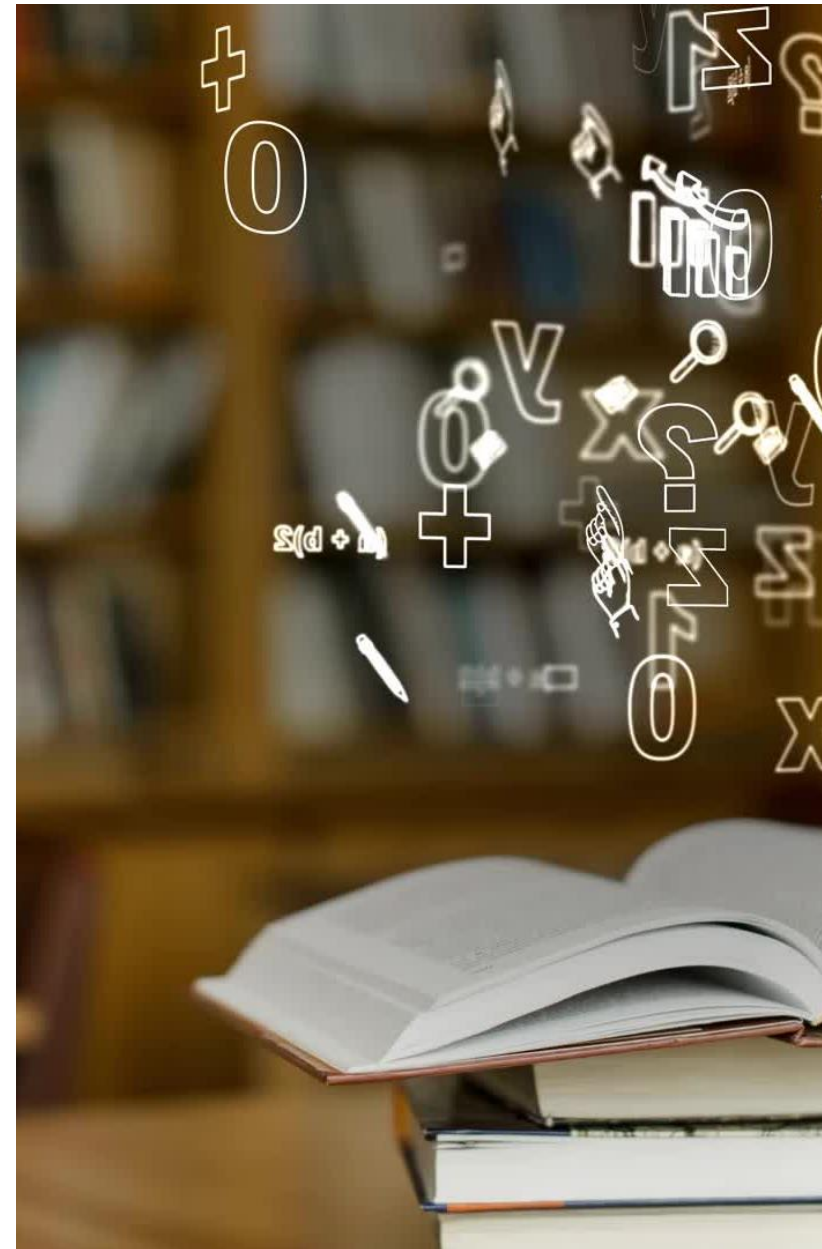
Learning and Development Workshop

Business Skills
Tasks 5, and 6
Overview

Things I don't
know!

Coming up
next week...

First, let's take a look
at task 5 within the
module handbook.





Any Questions?

Let's take a look at
the Task 6
description within
the Module
Handbook.





Time for...
Things I
don't Know!



Coming up next week

- Legal issues, including health and safety
- Information about your academic interview which will take place during week 8.

**Please note, you will be put into small groups for your academic interview*

You will receive your group invitation by Friday 2nd June 5 pm via email. Please accept by clicking on RSVP as shown on the next slide...

Example of how to accept a Teams invitation.
Step one: Click on RSVP. Step 2: Select the tick option.
You can join your academic interview via your Teams calendar.

Business Skills with Deborah

Occurs every Tuesday from 09:00 to 13:00 effective Tue 25/04/2023 until Tue 13/06/2023 [6 conflicts](#)

Microsoft Teams Meeting;
Teams meeting

Deborah Lloyd on behalf of Tuesday Group B Business Skills April 2023:
[Accepted 28, Didn't respond 5](#)

Messages Meeting Details

 Join

RSVP



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☐ Deborah Lloyd on behalf of Tuesday Group B Business Skills April 2023_GRP

 Join

Add a message (optional)



Academic Interview: Extenuating Circumstances:

- Lecturers are not permitted to offer an alternative time/day.
- If there are exceptional circumstances that affect your ability to take part in the academic interview, which can be evidenced (like a hospitalisation, family bereavement or other unforeseen emergencies) then you can apply for Extenuating Circumstances which is reviewed by the Academic Office.

Extenuating Circumstances:

You can apply for Extenuating Circumstances through MyTSD. Please see the Digital Support Page or the Level 4 Guidebook (p. 30) on Moodle for guidance.

If you need help with gathering evidence, you can contact the [Students' Union](#) for guidance

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See you next
week!

References

Adair, J. (2009) *Effective Communication: The most important management skill of all*. London: Pan Books.

AUCOTEC (2016) *3 engineering disasters that were the result of miscommunication*. Available at: <https://news.aucotec.com/3-engineering-disasters-result-miscommunication/> (Accessed: 29 September 2022).

Mullins, L. J. (2019) *Organisational behaviour in the workplace*. 12th edn. Harlow: Pearson Education.

UWTSD (2023) Student Careers Service. Available at: <https://www.uwtsd.ac.uk/careers/> (Accessed: 16 March 2023)