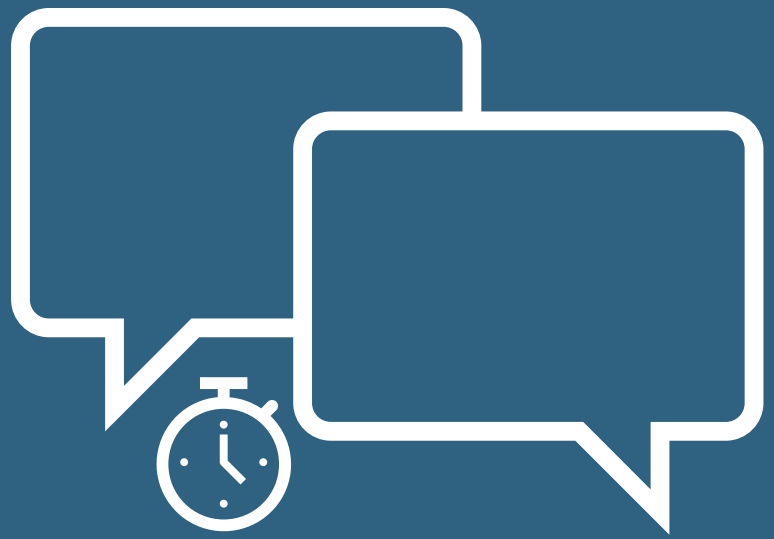
# Business Skills:

## Week 2 - Transferable Skills



# Recap – What did we do last week?

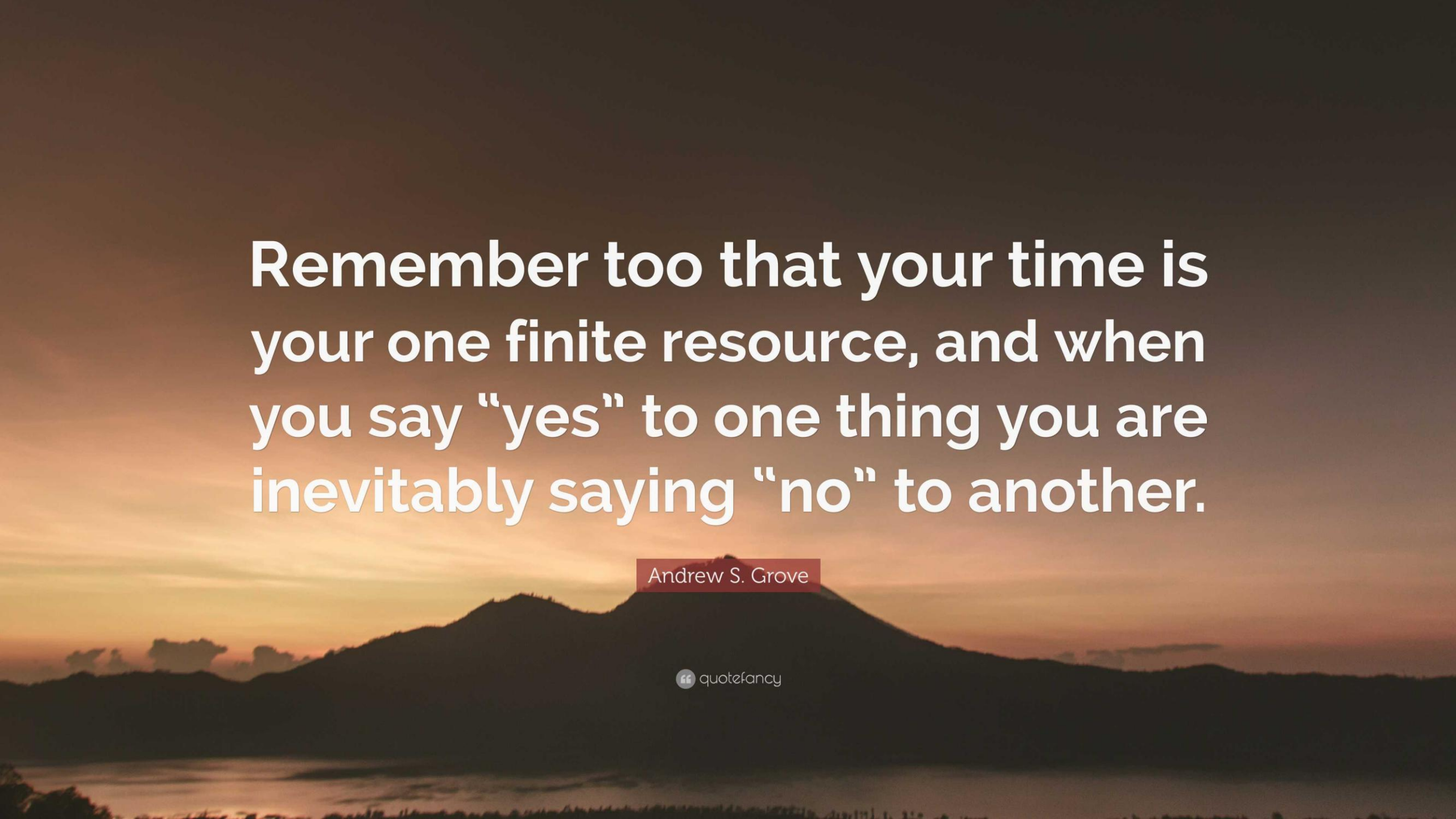
- Student Services
- Communication
- Presentation Planning
- InfoSkills – Types of Information.

# Lesson Aims.

- Introduction to the online Library
- Explore time management skills.
- Identify characteristics associated with procrastination and perfectionism
- Property Management Systems
- InfoSkills

# Understanding the Importance of Time Management

- Time as a finite resource
- Impact of poor time management in a hotel


Remember too that your time is your one finite resource, and when you say "yes" to one thing you are inevitably saying "no" to another.
Andrew S. Grove
quotefancy

# Join the Vevox session

Go to **vevox.app**

Enter the session ID: **166-911-910**

Or scan the QR code

# Can you think of any time management tools or techniques?

0/1

Join at: **vevox.app**

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Preparing Results

# Can you think of any time management tools or techniques?

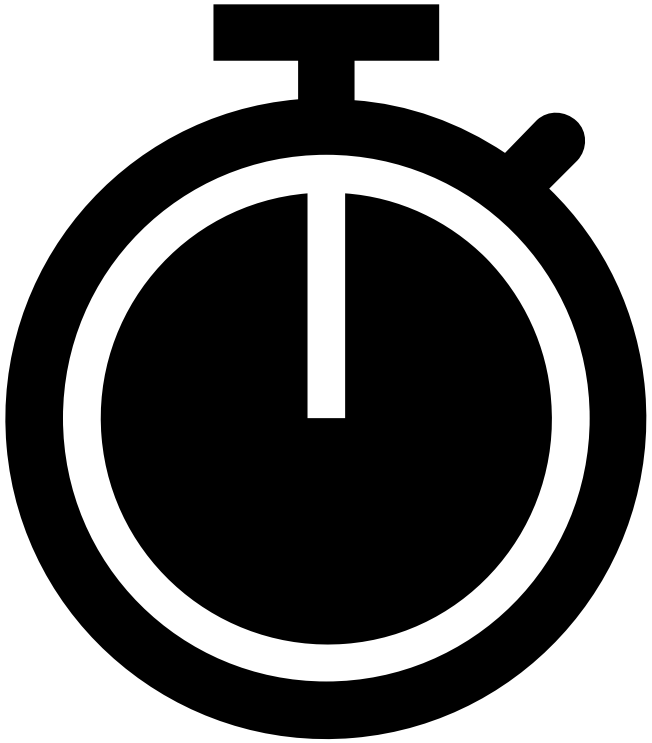
RESULTS SLIDE

# Time Management Tools and Techniques

- To-do lists and task prioritisation
- Time blocking and scheduling
- Delegation and teamwork

TIME MANAGEMENT
TIPS

# All of these tool's help save you time.



# Time Management Skills: University

- As a student, the ability to organise yourself and plan your time is crucial.
- Whether this involves being on time for your lecture, prioritising tasks, or meeting assessment deadlines.
- Once you complete this degree, time management will still be just as important

# Time Management Skills: Industry

- Transferable skills are sought after by employers.
- These include good planning and time management.
- These skills improve cooperation across a team, department or business.

- The people involved in the organisation are assigned their specific roles and responsibilities.
- They then collaborate to achieve a common goal.
- This brings people together, helping them to bond, often reducing conflict.

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# How would you rate your time management skills?

Awful 0%

Poor 0%

Ok 0%

Good 0%

Amazing 0%

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Awful 0%

Poor 0%

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# RESULTS SLIDE

# UWTSD Careers Service Short Course

- Complete the 20-minute course on Time Management. We will resume in 30 Minutes.

https://uwtsd.careercentre.me/elearning/scorm.aspx?CourseId=v/fczQMJfU4zr8ZUJGy0MA==

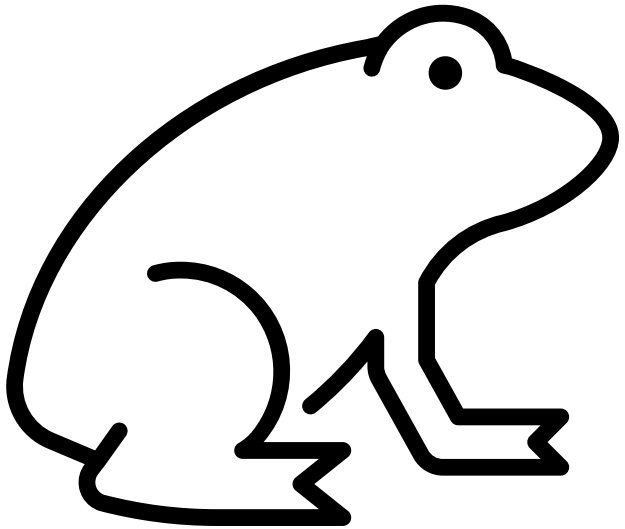
# How did it go?

Poor planning or a lack of planning results in students falling behind with reading or writing tasks.

This can lead to poorly researched/written assignments and deadlines being missed.

Two significant factors which contribute to poor planning are procrastination and perfectionism.

# What does the term eat the frog mean?



# Eat that Frog

"If the first thing you do each morning is eat a live frog, you can go through the day with the satisfaction of knowing that that is probably the worst thing that is going to happen to you all day long!" **Mark Twain**

This idea has been successfully applied to the problem of procrastination. Your 'frog' is the biggest and most important task that you need to complete.

By disciplining yourself to get on with it right away, and then sticking at it until it's done, you can vastly improve your efficiency

# Getting control…

- **Understanding** - Gaining a clearer understanding of the time you have available is a starting point for gaining greater control of your life

- **Planning** - If you have planning issues or are a procrastinator, having a sense of the time you have available can motivate you to manage it more effectively

- **Perfectionism** – Perfectionists may also realise that there has to be a physical limit to the time which can be spent on a given task

*The main issue is to make the most effective use of time outside of your timetabled sessions to complete coursework or revision

# Effective Planning

The ability to plan successfully is an essential skill.

As the word implies planning is about having a plan. More than just a roadmap, it involves accurately estimating the full amount of time, effort and resources required to achieve a goal.

# Top Tips for successful planning:

- ***Think*** about what resources you need to complete the task. These can include people, money, information, tools, material, space – anything you need to get the task done.

- ***Prioritise*** tasks according to their importance in your ***Urgent/Important Matrix***

- ***Adjust*** the matrix where necessary, solve problems as they arise

# Hotel-Specific Time Management Tips

- Handling guest check-ins and check-outs efficiently
- Managing reservations and room turnovers
- Balancing front office and back-office responsibilities

# The Role of Technology

- Hotel management software and booking systems
- Mobile apps for communication and task management

# Reservation systems

- Point of sale (POS) systems
- Property Management (PMS) systems
- Feedback and review management platforms

HOTEL
PROPERTY
MANAGEMENT
SYSTEM

Take a
Break!

# InfoSkills - Academic Integrity

## Referencing

This Course helps you to understand why referencing is important and which of the 4 recognised referencing standards you should be using:

Unit 1: Academic Integrity & Avoiding Plagiarism

Unit 2: Referencing - Managing Information

Unit 3: Referencing - The Basics

Unit 4: Referencing - The Mechanics

# Thank You!

# References

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

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

Tuckman, B. W. and M. A. Jensen. (1977) 'Stages of small-group development revisited', *Group and Organization Studies* 2 (4) pp. 419–27.

UWTSD (2023) Student Careers Service. Available at: https://www.uwtsd.ac.uk/careers/ (Accessed: 3 August 2023)

**Further Reading:**

Lencioni, P. M. (2002) *The five dysfunctions of a team: A leadership fable*. San Francisco: Josey Bass.

Lencioni, P. M. (2018) *The five dysfunctions of a team* https://www.youtube.com/watch?v=GCxct4CR-To (Accessed: 18 September 2023)