

# Characteristics of an employee



Lisa Jones

# communication

An exchange of information between  
two people. This is  
Important as we use it continuously

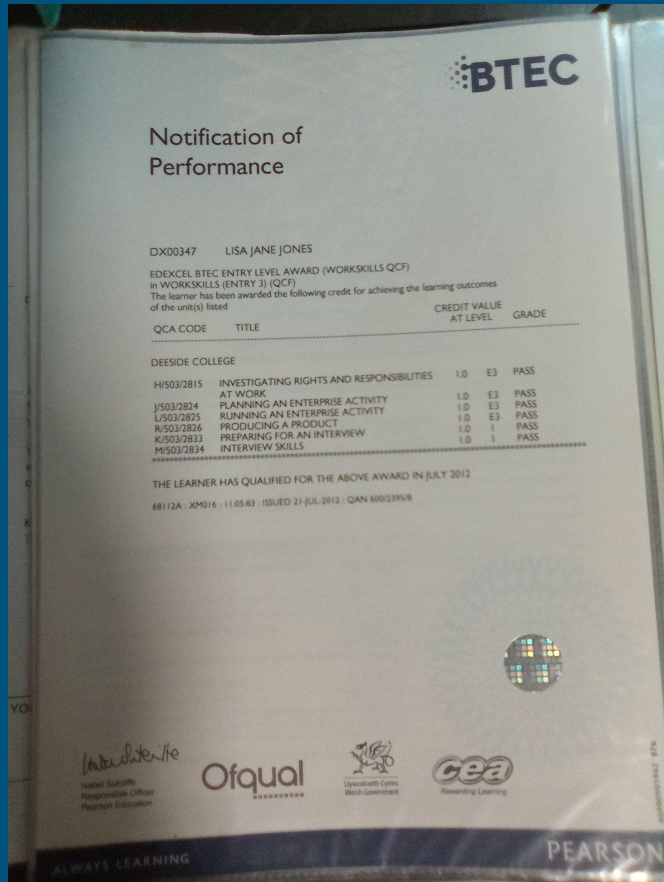
# Work skills

## Communication Skills:

Communication was and is used everyday in my own life. I use verbal and written communication when talking to my family, while studying, and at work.

My time as a student at college Cambria while in this employability course, I communicated with my tutor to complete tasks, assessments and to complete online work.

Written, verbal and computer communication such as using learning portal such as moodle.



I used communication skills to attain a voluntary position at a daycare center for the elderly, where I communicated with service users, their families and staff to help fulfill the days tasks, and assisted with food, safety and entertainment.

I wouldn't be able to complete any of it, without being able to communicate appropriately as this was and is essential.

Verbal, body language and written communication were used.

# Communication as a HCSW

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My work as a HCSW for hospitals ment using verbal, written and active listening skills to communicate with service users, staff, visitors and other professionals. This to maintain the health and safety of people while using the services. An example of this would be using picture cards to talk to a person that cannot speak english, so I can help provide help for their wants and needs while in our care.

Written communication in paper work such as, care plans that document the service users current state, progress and daily needs. I would perform a care activity and document what, when and how often the activity was done each time I performed the activity. Column style document is provided to us at the beginning of the shift to tell us how to care for the service users.

Verbal, written, listening skills, computer emails, learning portals and impairment tools such as picture cards.

## IT and technical skills:

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IT skills are hard or technical skills used in operating and manipulating technology. This includes using computers, mobile phones, tablets, cash registers and other digital technology. These skills are essential for roles in small to large businesses across a variety of sectors.<sup>23 Dec 2023</sup>

[IT skills: definitions and examples | Indeed.com UK](#)

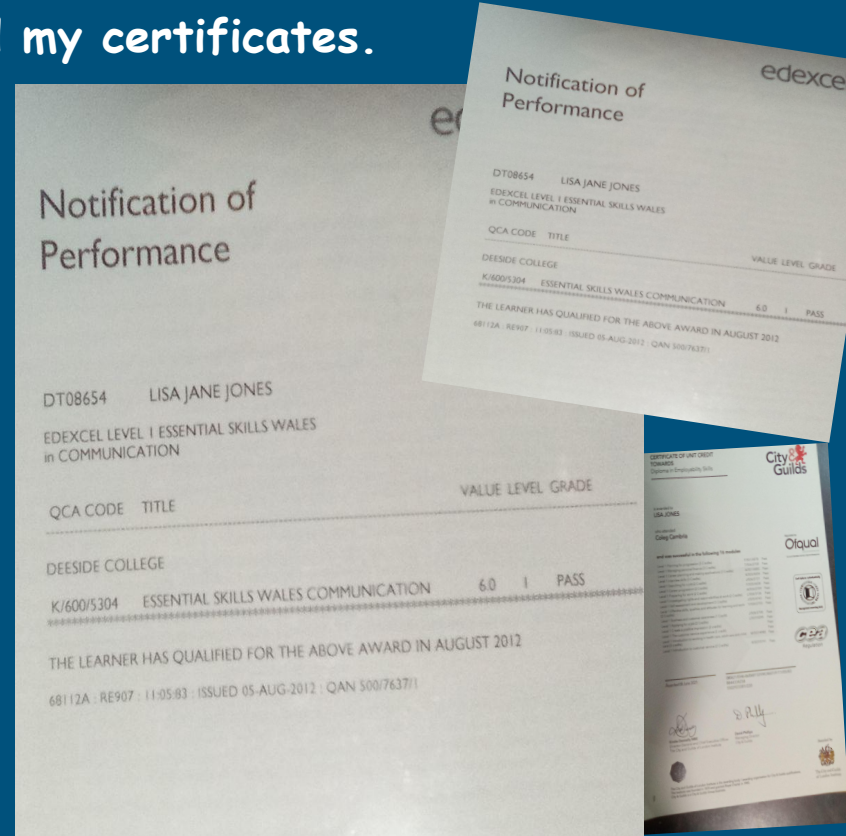


## Diploma in Employability

In this course I used my verbal written, reading, listening and computer skills to communicate my abilities and gained my certificates.

### IT and technical skills:

I can use email and communication methods online such as, social media, snapchat, zoom meetings efficiently. I can figure out how to use the sites function quite easily. I communicated with work through an online portal called esr hub. This was where I could request learning and fulfil online mandatory training.



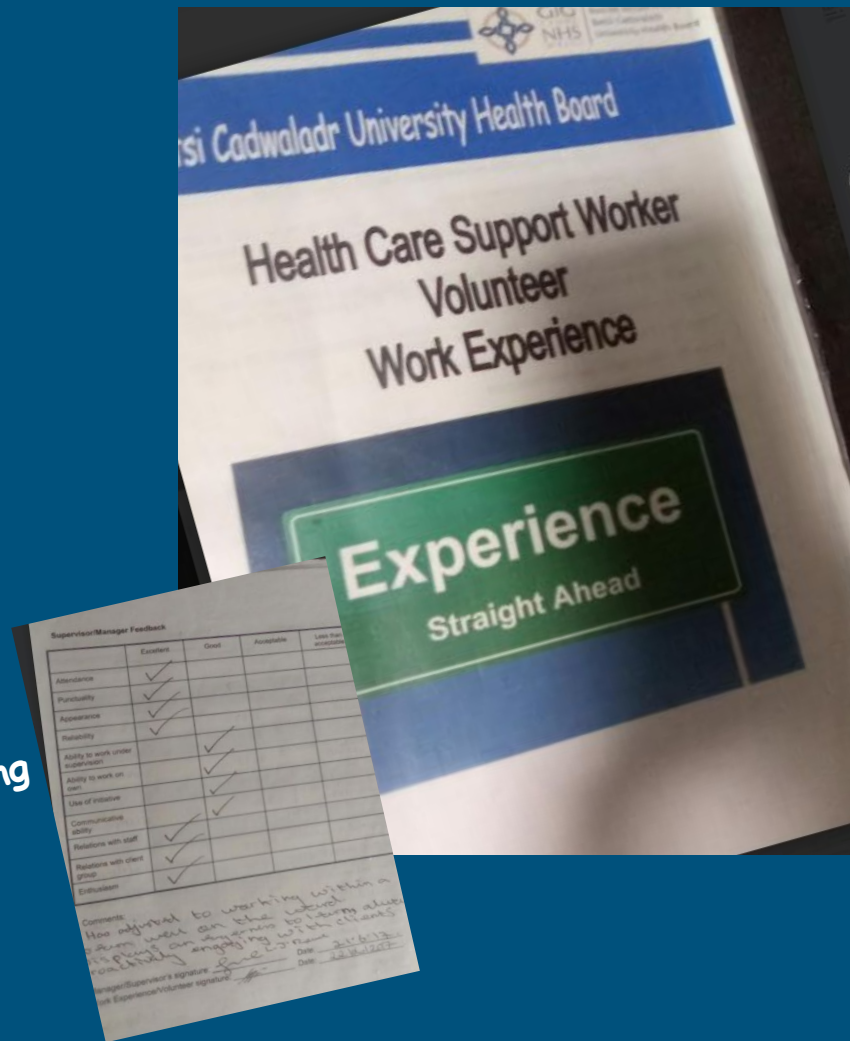
# Voluntary Training.

I found my way back into work by enrolling myself with a volunteer program that allowed myself to train as as NHS HCSW in a community hospital under supervision.

I would work with others and be under strict instruction to complete and become competent in the work, I would need a signature for every task completed correctly and my progress was reported daily.

I was working this way for nearly a year before officially employed.

Communication in everything I did was needed from Performing personal care to online learning requirements.





# Patience

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**Ability to cope with delays and problems.**



# NHS Training HCSW

Patience: My work and home life are busy, challenging and at time stressful places to be, so patience is imperative.

Waiting for child, or disabled person, while they chew their food before offering another spoon can take up chunk of time and patience is needed, especially when so many other very important tasks need to be completed. Every task was extremely important.

I used equipment, documentation, and physical movement to help complete these tasks, even these aids need patience and care when used.



# Attention to detail

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Attention-to-detail means carrying out the task-in-hand thoroughly and with accuracy, working with consistent high-quality and avoiding sloppy mistakes.

How you can develop attention-to-detail skills

Success at School



# Beauty and Holistic Therapies

## Attention to detail:

Holistic therapies require attention to detail because you are providing a service, practicing safety and the use of oils, documentation and technique ensures the customer isn't unhappy with the service.

The towel technique ensure the comfort and dignity of persons having full body massage.

Care and attention is needed when performing massage around the spinal area especially.

A form is used to discuss allergies and needs of the service user. The documents are written up on computer and printed out for use.

Agored Cymru

Hydlyn sydd i ddisgwyl Ddwy / This is to certify that

**Lisa Jones**

maed cyflwyno / This document

10 Credyd ar Lefel 100 / Credits at Level One

5 Credyd ar Lefel Dwy / Credits at Level Two

ar ymroddiad i'r sefyllfa / on a document without

**Beauty & Holistic Therapies**

a ddarparwyd gan / provided by

**Deeside College**

Unedau a gyflawnwyd / Units achieved

Tellir yr Uned / Unit Title

| Unit Title                              | Unit Code | Credyd(s) / Credits | Lefel / Level |
|---|-----------|---------------------|---------------|
| Beauty Therapy: Introduction to Make up | HL11WE002 | 3                   | Unit One      |
| Aromatherapy                            | HL11WE001 | 3                   | Unit One      |
| Basic Massage                           | PC21WE004 | 3                   | Unit One      |
| Reception Skills in a Beauty Salon      | HL22WN001 | 3                   | Unit One      |
| Beauty Therapy: Creative Nail Art       | HL11WE003 | 3                   | Unit One      |
| Make up Techniques                      | HL11CY004 | 3                   | Unit One      |

Janet Roberts

Janet Roberts

Unit One

# Creative

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The ability to use imagination to come up with new or alternative ways of thinking about a task, issue or idea.



# Parenting

Creative skills:

Creative means so many things when you are a parent.

Arts and crafts making up creations with my kids such as, costumes for our cat or face painting. I have a distinction in face painting from college and have used this in the community.

Creating interesting food mixes like ice cream on bread .

Adapting the routine to fit work, college, errands and time with the kids.

Enrolled in a parenting course to improve parenting skills after I had my Triplets.

A different way to learn maths etc..

Crazy hair styles for my daughters hair.

Baking, party arranging and coming up with ways to entertain them.

Using imagination to tell stories.



Thank you for watching.

