**EMPLOYABILITY SKILLS/ DEMONSTRATE EMPLOYABILITY**

**SKILLS**

**CONDUCT SELF-MANAGEMENT**

**Personal Objectives**: This refers to job specific goals of each individual employee when

completed at the individual level. Managers may add more objectives specifically designed

to maximize their efforts. This goal is to achieve quantity and quality of efforts between

individual and the team.

**Self-esteem:** This is an individual subjective evaluation of their own worth encompassing

beliefs about one self as well as emotional state such as triumph, despair, pride and shame.

**Self-image:** The idea one has of one’s abilities, appearance and personality.

**Assertiveness:** This is a skill that allows someone show confidence about what they believe

at place of work.

**Self-management:** Involves understanding yourself, understanding your interests and

abilities, having a positive attitude and grooming yourself in order to develop self-confidence.

**Personal vision, mission and goals are formulated based on potential and in**

**relation to organization objectives**

Personal vision is a picture of what and where you want to be in life. Developing of personal

vision is a vital step for identifying development needs and taking action to address them

to achieve career goals. Personal mission is the statement that helps one to further define

their purpose and what they seek to achieve. It is a tool for making difficult decisions and

a framework of how you want your life to be. It is used in expressing a person’s life purpose,

motivation, values and inspiration. This statement is important in helping one identify

reasons for one’s choices and behavior at place of work or in life generally.

**Steps in formulating personal mission statement**

Mission statements may vary depending on individual, area of specialization and desired

organization. One could use the following steps to formulate a simple mission statement.

i. Determine one’s ideal self

ii. Examine the lives of others who are your role models or you admire

iii. Consider your legacy

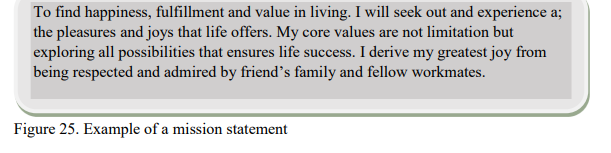
iv. Determine your life purpose

v. Clarify your skills, talents and abilities

vi. Define specific personal goals

vii. Craft your mission statement

***Example of a mission statement***



**Personal Goals**

Personal goals provide a long-term direction and short-term motivation for individuals in

what they want to achieve. These are very specific statements of what an individual wants

to achieve in career, academics, life or spiritually. Personal goals are formulated from an

individual knowledge, available resources and skills. They are time bound such that one

can set specified time of achieving the goals. Setting in personal goals is key in helping one

keep sight of their progress in life and at workplace. One can formulate different goals to

achieve various purpose in life. Such areas that one can formulate personal goals for are;

* Academic
* Spiritual
* Career
* Ethical
* Physical
* Academic personal

**Example of a personal goal is**

“I want to become a nationally recognized sportsperson”

**Emotions are managed as per workplace requirements**

Emotional management at place of work is important. This goes a long way in one being

able to understand their emotions, control reactions and recognize the effect of their

emotions and action on others. People experience various emotions at place of work. These

keep changing based on the situation. Five common emotions people handle at work

include; frustration, dislike, anger, feeling low, and insecurity.

**Management of Anger at place of work**

Anger takes many forms such as slamming doors and yelling etc. It is important to note

that anger is not physical. Anger can be caused by feeling of being undervalued at place of

work, differences in opinion and tensions when one cannot express themselves. The

following are common forms of anger at place of work:

* Being excessively critical of others
* Berating or bullying others
* Being abrupt and dismissive
* Being cynical and sarcastic “Sabotaging” other people’s work indirectly; for example, by being consistently late to meetings, responding late to messages or not sharing information.

Anger sometimes is a symptom of fear, insecurity, depression or even substance abuse.

Unless anger is managed it can be misdirected to our work or close family members without

realizing it. Many of us, after a bad day at work, have gone home angry and then erupted

in an angry outburst at a partner or a family member. Management of anger at workplace

is vital in enhancing relationships and avoiding conflict

**Methods of managing anger**

When anger is expressed in an unhealthy way it ends up destructing everyone else at place

of work. The following are ways one can use to ensure they control anger:

* Observe professionalism at place of work: These will include engaging rational

problem solving and maintaining a positive attitude to work and interaction with

people at the place of work. Be careful to separate personal matters from official

one to avoid overindulgence in unprofessional behaviors such as gossip.

* Avoid getting personal.
* Take in a deep breath.
* Take a healthy break if under pressure.
* Listen to your favorite music.

**Effects of unmanaged anger**

* Affects team productivity.
* Relationships, and physical and emotional well-being.
* Demoralization of team.

**Insecurity**

Change and the feeling of loss of control often trigger or make one feel nervous or insecure

at work. Insecurity at work affects self-confidence. There are various things that can make

one feel insecure at place of work e.g.

* Hearing a new downsizing rumor.
* Finding out a new manager is going to lead the team.
* Being assigned to a new project or area of responsibility.
* Learning the company may merge with another company.

With so much change in our everyday work world, it’s no wonder that many of us feel more

worried and insecure than ever before.

**Managing insecurity at place of work**

* One can ensure that they are constantly developing their skills to lessen instances where one feels insecure.
* Maintain professionalism to avoid collecting rumors.
* Being positive and ready to changes within the organization such as new management and uncertainty.
* Ensuring that you are constantly networking to scout for new opportunities.
* Having clear personal goals in career development.
* Ensuring the terms of employment are clear.

**Dislike**

In normal circumstance the places of work will have many people with different

personalities, beliefs and values. Sometimes one might find themselves working with or

reporting to people whom they dislike for one reason or another. At place of work it is

important to know how to work effectively and productively with people we dislike. One

should be able to remain calm and avoid confrontation with the people they dislike. Avoid

being personal.

**Feeling Down**

Everyone feels “low” or has a bad day now and then. When we feel down, we may:

* Have low energy to work.
* Worry more than usual.
* Feel distracted or guilty about time away from family and friends.
* Feel disappointed or unhappy.
* Just not feel “up” to doing a full load of activities.

Feeling down affects work productivity and can land someone into big problem. There are

various reasons for feeling low for example;

* A prolonged feeling of despair, worthlessness and personal feeling down can be a response to a setback such as not being recognized for an achievement at work or

being overloaded.

* Some people feel down after they’ve finished an important or especially exciting project and return to more ordinary tasks.
* Others feel low because of circumstances in their personal lives. Most people bounce back from these occasional “blues.” But left unchecked, feeling down can interfere with productivity and with relationships with co-workers.

It’s important to keep in mind that a prolonged period of feeling low, or feelings of worthlessness and despair, can be a sign of depression, which should be treated with

professional help. To manage such emotions, one should;

* Go for leave if they have one and engage in exciting supports or activities they like.
* Play a favorite music.
* Avoid people who discourage you.

**Importance of emotions management**

* Enabling employees handle changes and challenges at all jobs.
* Emotions control enables employees to adjust to changes like new boss or coworker.
* Enhances working in a team
* Improves handling conflict with customers and coworkers.

**Ways to manage emotions**

To manage emotions effectively one needs to be aware and recognize their emotions and

feelings. It is also important for one to be knowledgeable on what triggers their emotions.

Emotions often have a positive impact at work. Learning to manage our most challenging

emotions take effort, but the payoff is big. The following are ways used in managing

emotions at place of work.

a) Learn to express your emotions in appropriate ways

Allow yourself to deal with difficult feelings in the appropriate ways for the work place. If

you feel angry, take the time to consider what may have triggered the feeling and consider

actions you could take to diffuse such a situation in the future. You don’t need to pretend

you’re not feeling the way you are, but you do need to deal with the emotions so that they

do not affect your interactions with others.

b) Recognize your emotions

Recognize your emotions in their early stages, before they feel out of control. By reviewing

your day’s activities and the feelings that were triggered by them, there’s a good chance you will discover the source of whatever difficult feelings you may have experienced. If writing things down helps you clarify your thoughts; you might try doing this as you’re reviewing your emotions and the work circumstances when they occurred.

c) Give appropriate feedback to clear the air

For example, if a co-worker has said something in a meeting that offended you and this is bothering you; talk with the person about it, preferably soon after the event but in private. Be matter-of-fact and focus on what was said or done and how it made you feel, without attacking the person individually. Remember, even though expressing your emotions can be useful, it’s never appropriate to do so at work by yelling at or demeaning others.

d) Remember how you managed a problem in the past

If an event at work: like a conflict with a co-worker or an unusually stressful workload is triggering an emotional challenge, consider how you overcame a similar problem in the past. What worked? What didn’t?

e) Problem-solved by writing it down

This can be especially helpful if a problem is keeping you awake at night. If you are having an ongoing conflict with a coworker, you might write: “Every time we talk, even about unimportant things, we end up arguing. Maybe I did something to offend him once but don’t know it. Maybe ask him out for lunch and find out.” This can help you come up with strategies, and can keep the problem from distracting you.

f) Seek support from your company’s employee assistance program (EAP) or the program that provided this publication

Talking to a professional can help you gain perspective on problems and come up with solutions as well as specific techniques that will help you manage your emotions more effectively.

g) Build up your emotional resilience

Pay attention to your overall physical and psychological health by eating well, get enough sleep, and exercise regularly. If you’re well-rested, well-nourished, and physically strong, you’ll have more energy to meet emotional challenges. This will help keep you “emotionally resilient” and help you feel more in control of your emotions and your life.

h) Maintain support systems outside of work

Talking honestly about your concerns with close friends or your partner can help reduce your anxiety and keep problems in perspective. Choose someone you trust who knows you well enough to give you honest feedback when you need it.

i) Cultivate interests outside of work

These include activities with good friends. Remember, not all satisfaction comes from work accomplishments.

**Individual performance is evaluated and monitored according to the agreed**

**targets.**

To manage individual performance at place of work one needs to have clear goals and expectations. Record what you are expecting from your work and what the organization expects from you. Maintain a personal work achievement diary where you could be checking on achieved goals. It is important to review your expectation periodically to ensure that you are performing well. Steps of managing individual performance are:

i. Start your development plan early.

ii. Communicate your plans to your manager or supervisor/ mentor or any relevant

stakeholder in the area of your profession.

iii. Get to know the advancement opportunities that are available and adhere and strive

to achieve them.

iv. Seek feedback or a pulse check on the performance of your current position.

**Assertiveness is developed and maintained based on the requirements of the job.**

Assertiveness is a very important communication skill, used in ensuring one voice is heard and the way they feel about something is understood. This is not about having your own way but being clearly understood in your goals and objectives towards achieving organization goals.

**Assertiveness includes and it is not limited to;**

* Taking responsibility for yourself.
* Being unafraid to ask for help and support when you need it.
* Being able to say what you think/feel without losing your temper.
* Standing up to difficult people.
* Being able to give and receive feedback.
* Knowing it’s okay to say ‘no’.

**How to be assertive**

Principles to help you be more assertive;

* Always ask questions about anything you don’t understand.
* Think first, react second – it’s hard to do both simultaneously.
* Don’t say ‘yes’ just to please someone, when you really mean ‘no’.
* Maintain eye contact during conversations.
* Be clear and specific about what you want to say – stick to the point and don’t make it personal.
* Be polite, but firm.
* Give praise where it is due.
* Explain the advantages or benefits of what you are talking about

**Accountability and responsibility for own actions are demonstrated**.

Accountability is about being reliable, prepared, and setting clear goals and standards of how and what you seek to achieve at place of work. It is important in ensuring one does not lie. Taking responsibility is ensuring you are able to deliver what is expected of you at place of work. Self-esteem and a positive self-image are developed and maintained. Self-esteem is the extent to which a person believes that he /she is a worthwhile and deserving individual. Self-esteem is crucial in developing one’s emotional stability. Developing a positive and strong self-esteem is affects behavior in organizations and social settings. A person with high self-esteem is likely to take risks in job selection, seek out high-status occupation than those with low self-esteem. Employees with low self-esteem are easily swayed by the opinions of other workers than are employees with high self-esteem. They also set lower goals for themselves than do employees with high self-esteem. High self-esteem is positively related to achievement and a willingness to expend efforts to accomplish tasks.

**Strategies for developing and maintaining self-esteem at work**

* Select work/jobs that are in your passion
* Keep a record of your achievement
* Avoid negative thinking

**Time management, attendance and punctuality are observed as per the organization policy.**

Being habitually late or failing to report to work is not a personal and a private thing at place of work. It affects workplace in achieving its objectives. It is important for one to know the official reporting and leaving time so that they are able to attend to work punctually. In case one has an emergency or cannot be reporting to work on particular day’s one need to formally place a requisition for permission to be absent according to organization policy. This should be signed by the supervisor at the place of work. Avoid faking illness so that you miss work it is unethical. **Self-strengths and weaknesses are identified as per personal objectives**

Identification of one’s weakness and strength is done when one is able to know about what they can do well and what they cannot do well. This is important in enhancing peoples work performance. To be able to understand one’s weakness and strength is called self-awareness. Self-awareness allows one to know their inner strength and weakness, hidden talents, skills and even weakness. Self-strength and weakness enable one to understand what they can do better and what they need to improve on. This skill is required at workplace for good performance and development of training needs to enhance the weak areas.

**Identifying strengths**

* Take time off to think about what you do well.
* Think of anything that you are always good at.
* Think about what others appreciate about you.

**Identifying weaknesses**

* Point out the areas where you struggle and what you find difficult to do.
* Look at the feedback you receive from others.
* Be open to feedback and accept your weaknesses without feeling small about it. Look at it as an area of improvement.

**DEMONSTRATE INTERPERSONAL COMMUNICATION**

**Audience needs:** This refers to as the needs, want, conditions or gaps in knowledge and skills the audience have and those that may require.

**Communication network:** These are thee channels or patterns in an organization through which communication flows and they can be informal or formal.

**Communication structure:** Refers to the pattern in an organization through which

interactions exist. In organizations, communication structure is important in management functions.

**Internal customers:** A customer directly connected to an organization and involves stakeholders, employees and even shareholders. They may also include creditors and external regulators.

**External customers:** They are those customers that see an organization or company as

providers of products and services that they need. They are customers that the organization designs product for.

**Listening and understanding is demonstrated as per communication policy**

Interpersonal communication is the process by which people share, exchange and receive information, feelings and meaning either verbally or non-verbally. Interpersonal communication involves face to face.

Listening: Refers to the process of receiving aural stimuli (Devito, 2012). Listening is an active process of receiving and interpreting open message by a purposeful listener.Listening skills: Involves ability to actively understand and act upon a message. It also entails giving feedback, asking questions and purposefully exchange information.

**Levels of listening:**

 Reception: This is hearing without attending to the surrounding sounds or noises. This happens when the speaker is taking his/her turn and listener listening.

 Attention: Listening without effort to relate or understand what is said for example

listening to a song without even understanding the message.

 Focusing: This is the lowest level of active listening whereby isolated fact and details are attended to without any organizational plan.

 Integration: Relating new information to old learning such as learning new methods to solve problem or find new solution.

 Interpretation: Bringing together and attaching new meaning to the information.

 Implication: Applying information to personal experience and using it to perform a task or respond to a given situation.

 Evaluation: Evaluation involves judging the accurate and relevance of the information to the situation.

Listening skills are important in the workplace. Poor listening occurs daily and can result

to loss of profit, job, relationship or even life (Friedrich, D’itair & Sharer, 2009). Skills in listening and understanding can lead to improved personal and professional success.

**Writing to the needs of the audience is demonstrated as per communication policy**

Audience refers to one or more persons who come purposefully to listen to the speaker. They may listen, respond or ask questions. It is important to know and understand the audience who helps to determine your strategy as a speaker.

**Types of audience**

a) Friendly audience: The purpose of writing or communicating to them is to reinforce their beliefs and practices.

b) Apathies: This type of audience needs to be convinced of that which mater for them first.

c) Uninformed: The requirement for this type of audience is educating them first before proceeding to the course of action.

d) Hostile: This type needs to be respected and their viewpoints considered thereafter which you may listen to them. For instance, a speaker or the message can be framed as, “based on this information, I implore you to change”. Before seeking for change, their views must be understood.

**Audience needs**

This refers to a need, wants, condition, or gaps in knowledge and skills the audience has or may require. Effective communication begins with audience determination and their needs. This is important in developing the message in the ways they are likely to listen, engage and act in response. The audience needs to be informed through proper conveyance of the message, to be captured which will capture their attention and interest and to be inspired. This will fulfill their expectations and impact them.

**Speaking, reading and writing is demonstrated as per communication policy Speaking**

This is to develop a language through the mouth. This creates sounds through which information can be conveyed. Speaking outlines, the ability to inform and persuade others.

**Public speaking**

Public speaking entails speaking to a larger audience. It involves a single speaker and a group of listeners. Public speaking is an important skill and yet dreaded by many people. It can have an impact on the speaker who has acquired the public speaking skills. The aim is to win over the crowd, motivate people and inform them.

Public speaking is important in leading things such as career, development, business growth and relationships with other people. Public speaking increase self-confidence makes one confident around others, effective communication, and professional growth.

**Reading**

According to Smith (2004), reading is an interaction between the reader and the author. Readers read to get information and thus should be able to understand the printed or written words, signs and letter then attach meaning to them. The purpose of reading is;

 Pleasure or entertainment.

 Acquiring general information.

 Get directions and instructions.

 Academic purposes.

Reading effectively entails strategies that will save time, acquire and retain more information. Such includes preview text to get an overview. This is about getting an idea of what the text is all about without actually reading the main text body. Previewing is done by reading;

* Title and author details.
* Abstract.
* Main heading and subheading.
* Illustrations, graphs, tables.
* First sentence of each paragraph.

**Skimming**

Involves running your eye quickly over text to pick the main ideas and without paying

attention to details. Skimming is done through;

* Noting any bold print.
* Reading quickly over text.
* Reading just few words.
* Familiarizing with reading material.

**Scanning**

This is sweeping eye over text to find specific information. Aim is to quickly locate specific information. Scanning is done through identifying text that need to be read, moving quickly over to a page, and then slaving to read relevant information.

**Intensive reading**

This is the detailed and found study of the important chapter. Done through;

* Staring at the beginning.
* Highlighting and making brief point.
* Maintaining main ideas.
* Noting bibliographic information.

**Writing skills**

Writing involves language, symbols and graphics to represent information. The thoughts, ideas and information to be related are put into a readable form. Writing skills involve the ability to convert through ideas and information into a readable form. Writing skills form an important part of communication and enable one to reach a large audience than in a one-to-one communication; the better the writing skills the better the impression in the message. When in the part of listener, writing will enable you remember the important points. Writing can involve taking notes or preparing a speech to deliver. In attaining writing skill, one is able to explain ideas for others and present them.

**Negotiation skills are demonstrated as per communication policy**

The ability to influence and persuade others is the core of successful business. This depends on the ability to communicate effectively and build relationship for business growth and organization improvement. Negotiation skills are useful in satisfying interest and getting what is needed. They form persuasive communication and help in getting others to what we want them to do. They also offer an opportunity to solve problems or collaborate with portion. A good negotiation can leave both parties fulfilled.

**Stages in negotiation:**

i. Preparation: Entails knowing what you want, why you want it, resources at hand, strategies to empty, knowing the other party, formulate option and knowing the environment.

ii. Bargaining: This may involve face to face conversations, phone calls, and letters among others. At this stage, there are offers to make, clarifying, understanding and hopefully arriving at a conclusive agreement.

iii. Timing issue: Time should be considered for effective negotiation. Deadline should be set and agreed upon.

iv. Venue and setting: A good venue should be set for the bargaining phase. Appropriate place should be identified to avoid distractions and ensure success.

v. Seating: The seating arrangement communicates a message and opens room for more frank discussion and bargaining.

vi. Setting an agenda: This should be set before engaging to other party. This creates control over the situation.

**Effective negotiation skills entail;**

* Asking question.
* Listening actively.
* Emphasizing.
* Considering and explaining.
* Creative thinking.

Negotiation skills are important and create success in business. Differences will always exist; thus, strong negotiations and negotiation skills are required in a workplace (Goldwch, 2011).

**Empathizing is demonstrated as per the communication policy**

According to Keen (2007), empathy means recognizing other persons’ feelings, their cause, and effects in their emotional experience without becoming part of it. It is simple to put oneself into another’s shoe. When you have empathy, you can understand the feelings of other people. Empathy enables us to communicate ideas in such a way that they can make sense to other. It will also enable one understand others when communicating.

**Numeracy is applied as per the communication policy**

Numeracy is required in carrying out roles effectively. This involves ability to use numbers and solving problems in real life. Numeracy skills entail expressing ideas and solving problems numerically. They are key in development of logical thinking and reasoning in day-to-day activities. An example of numeracy is balance checking customer or client money.

**Internal and external customers’ needs are identified and interpreted as per the communication policy**

Understanding customer needs: The organization should identify and take care of customer needs. This is crucial for company growth and organization since it enables the company to focus on customer satisfactions which are important to the business. Additionally, customer satisfaction and loyalty are enhanced by the company (Gronroon, 1995). Some of the ways of identifying customer needs;

 Analyzing organization competitor through SWOT rule. Identify competitor strength, weakness, opportunity and threats.

 Conducting voice of customer surveys about their activities and expectations of existing customer both internal and external.

 Interviewing customer to ask problems they face and what they need which can result to successful innovation.

 Daily studies to record experiences, frustrations, positive experience and thought.

 Paying attention to new customer of the expectation.

 Attain future customer needs through updating content to avoid losing customers to

your competitors.

**Persuasion is demonstrated as per the communication policy**

Persuasion has a sole purpose of getting the listeners to transform their ideas and belief in favor of the perspective of the communicator. The intent of persuasion is influencing the audience and make them support and idea or perform a certain task. Persuasion skills are vital as they will motivate even the customer to support or join the organization. This will win client and establish their loyalty at the heart of the organization. Effective persuasion should equally address customer queries.

**Communication networks are established as per the SOPs**

A communication network is a pattern through which information flows in an organization. It can also imply the methods used to pass information. In organizations, communication network includes; Chain information: Information travels up in a hierarchical manner. Communication occurs only with the next higher hierarchy and follows a chain of command.

**Network:** Information is transmitted up and down through hierarchy. This resembles an upside Y here the number of individuals reaching to a supervisor wider.

**Wheel network:** In this network, information flows to and from a single person and the network relied on the leader in communication.

**Circle network:** Employees only communicate with adjoining organization members such that communication is with immediate neighbor no other. The network should be established as per the standard operating procedure.

**Assertiveness**

This is a core communication skill which can define and standing up for your views, through and belief while also respecting right and beliefs of others. This can enable one boast his or her self-esteem and earn respect. In Communication, being assertive will enable an individual to pass information easily without upsetting others or being upset. Assertiveness enables individuals to thrive in the workplace.

**Information is shared as per communication structure demonstrate writing to the needs of the audience**

**Sharing information**

Information in an organization should be shared among different structural levels. This increases efficiency of communication. The ability to share information also impact organizational productivity. When this is the case, instructions and clarifications are well received; thus, all members are aware of the expectations. The result will be stronger relationship, sharing of ideas and knowledge to improve performance. Sharing information will equally make work environment comfortable.

**Conclusion**

In conclusion, the trainee is equipped with knowledge and skills that demonstrate their listening and understanding, writing needs of the audience, speak and read effectively, demonstrate empathy, and apply numeracy. The trainee is able to identify external and internal customers, establish communication networks and share information as guided by the communication policy and structure.