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# **Professional Practice INDIVIDUAL REPORT**

**Planning a training Event**

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Class: GCD0825

# ASSIGNMENT 1 FRONT SHEET

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## Grading grid

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## INTRODUCTION

This event was organized for Gree Tech employees. Through the company's employee program will be trained many skills from expertise to soft skills to better serve the job.

2019 is the year of the technology age, when the industry 4.0 is growing, the integration for companies is indispensable. Therefore, the program is organized to improve the knowledge of employees about Internet of Thing (IoT). After grasping how the operation works, employees can create products for themselves to serve living or working.

The event took place within 4 days including: workshop, training, teambuilding and hackathon. Held at Nam Viet A building with 30 to 40 attendees with many speakers with high qualifications.

# CHAPTER 1: DEMONSTRATE A RANGE OF INTERPERSONAL AND TRANSFERABLE COMMUNICATION SKILLS TO A TARGET AUDIENCE

1. Demonstrate, using different communication styles and formats, that you can effectively design and deliver a training event for a given target audience.

## 1.1. Banners

Our company hangs the Banners around the company in conspicuous places, the content of Banners contains information: content, time, location of the program



Picture 1 - Example Banner. (uprinting, n.d.)



### 1.2. Meeting minutes

The information of the program will be mentioned in the meetings from which the managers and departments can understand the information of the event to convey to the company's employees.



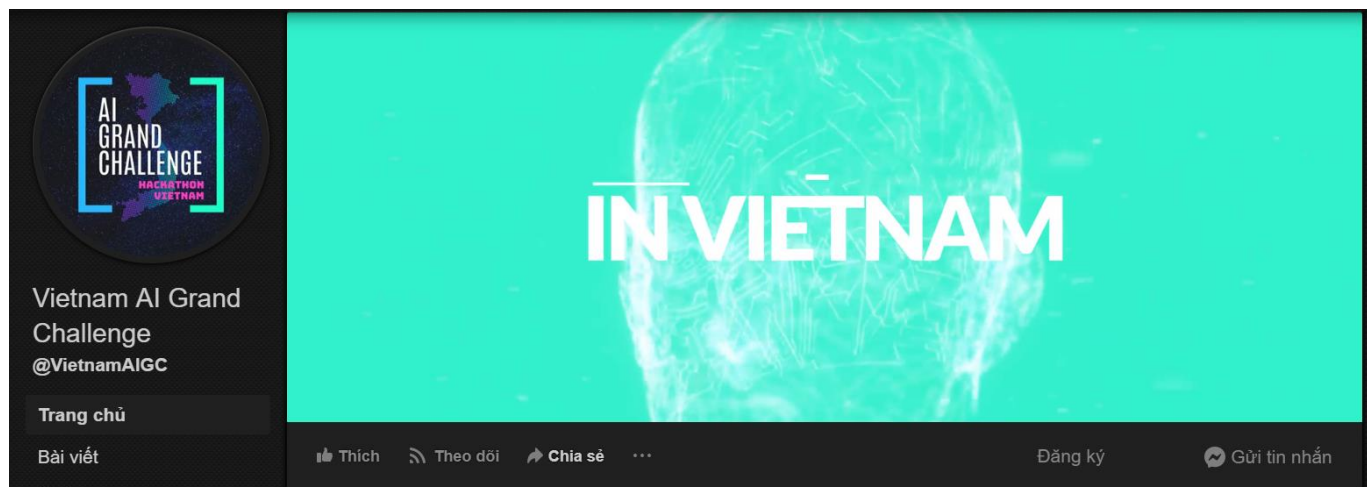
*Picture 2 - Example meeting. (forbes, n.d.)*

### 1.3. Social Network

The means of communication via social networks are regularly used by employees, thus communicating in this form will bring information to the entire members in the best way.

#### 1.3.1. Facebook

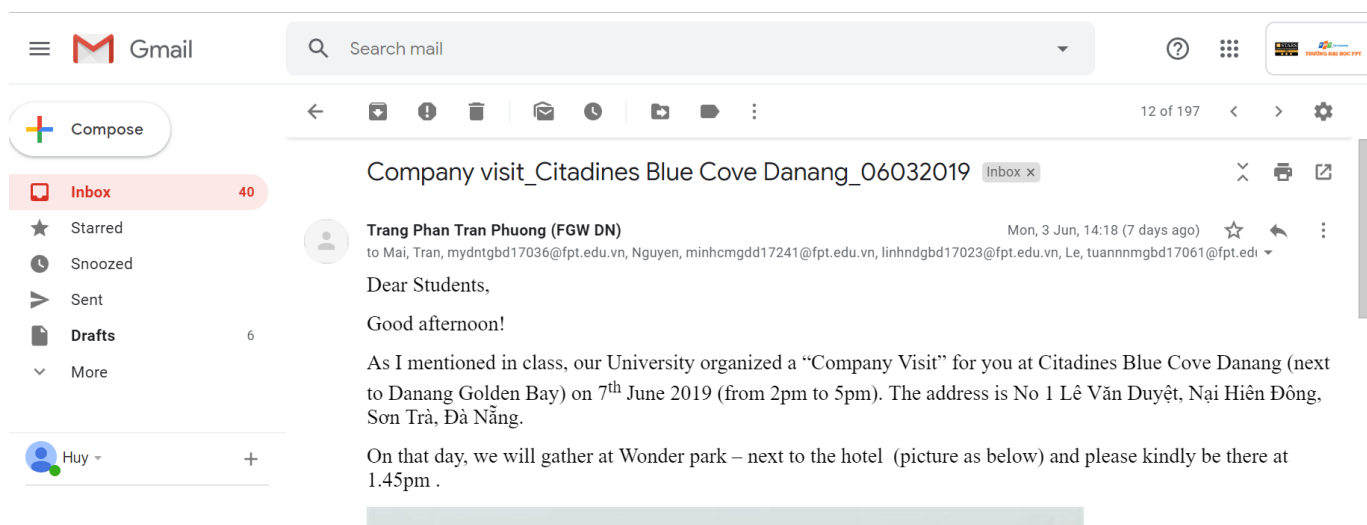
Through the company's fanpage posting content related to the program, employees can get the relevant information.



Picture 3 - Example company's fanpage on Facebook. (VietnamAIGC, n.d.)

#### 1.3.2. Gmail

Each employee of the company has a personal email that the company provides, this event will be sent by mail of each employee.



Picture 4 - Example using Gmail to send information

## 2. Demonstrate that you have used effective time management skills in planning an event.

From the beginning of the event, the organizers have clarified the timelines that the organizers need to do through software such as Team Gannt, Trello, etc.

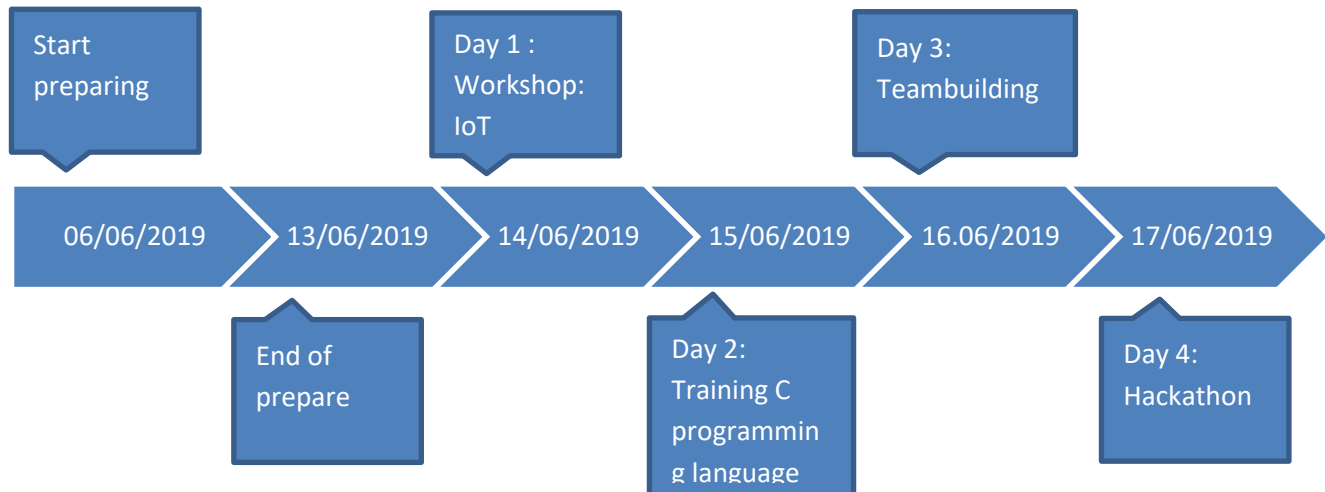
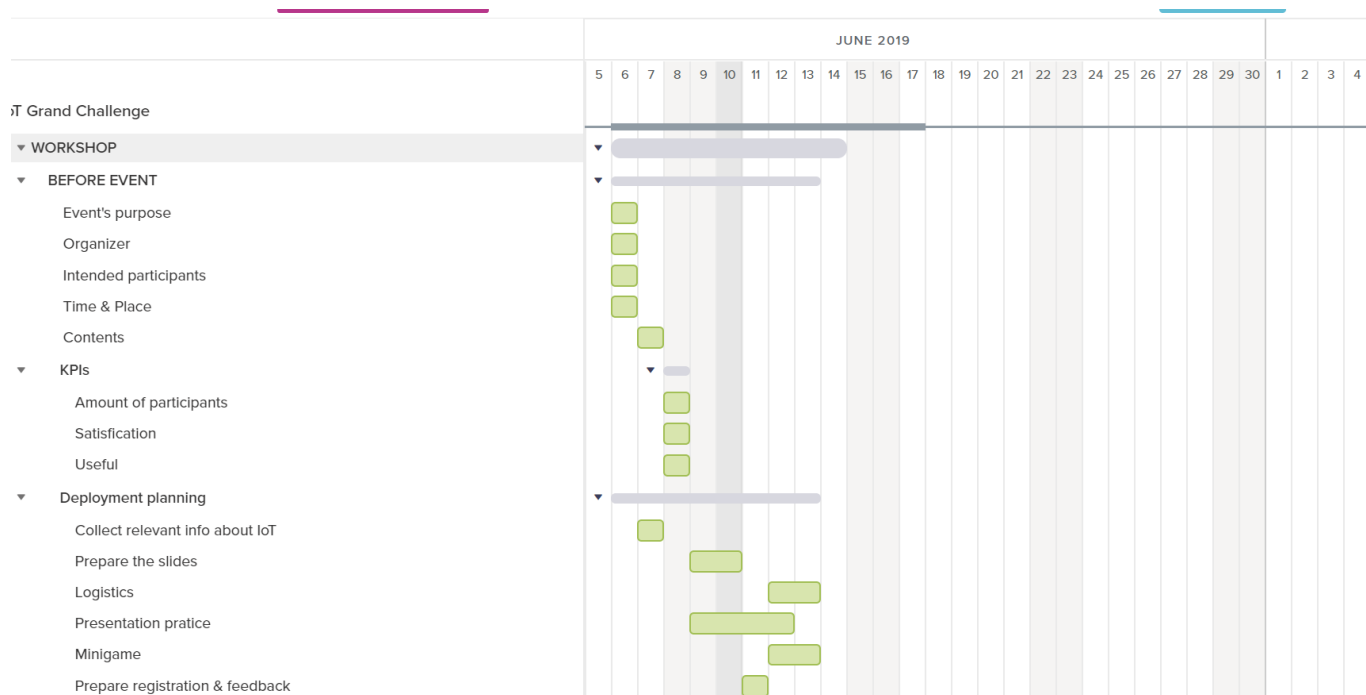


Figure 1 - Milestone of event

## 2.1. Team Gannt

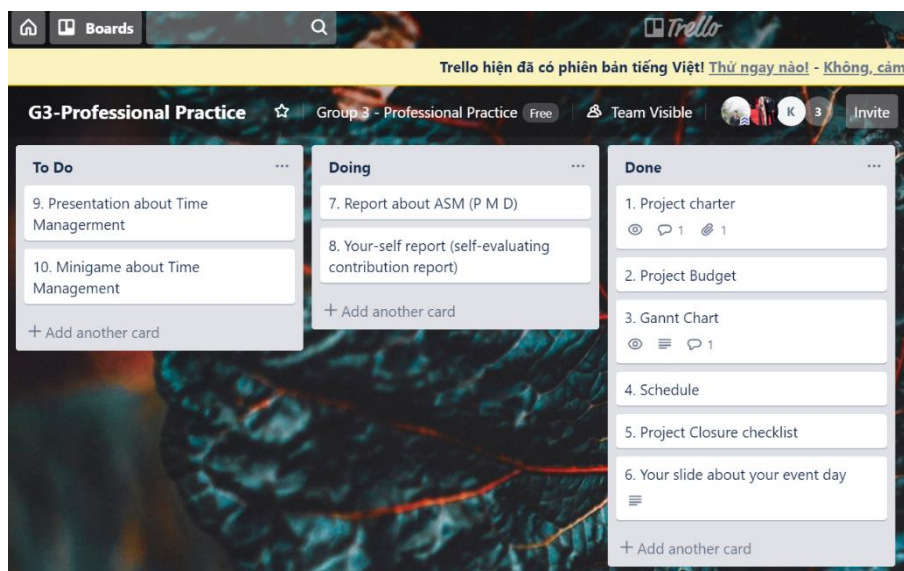
Using Gantt Chart to break down your work and build a plan:



Picture 5 - Team Gannt.

## 2.2. Trello

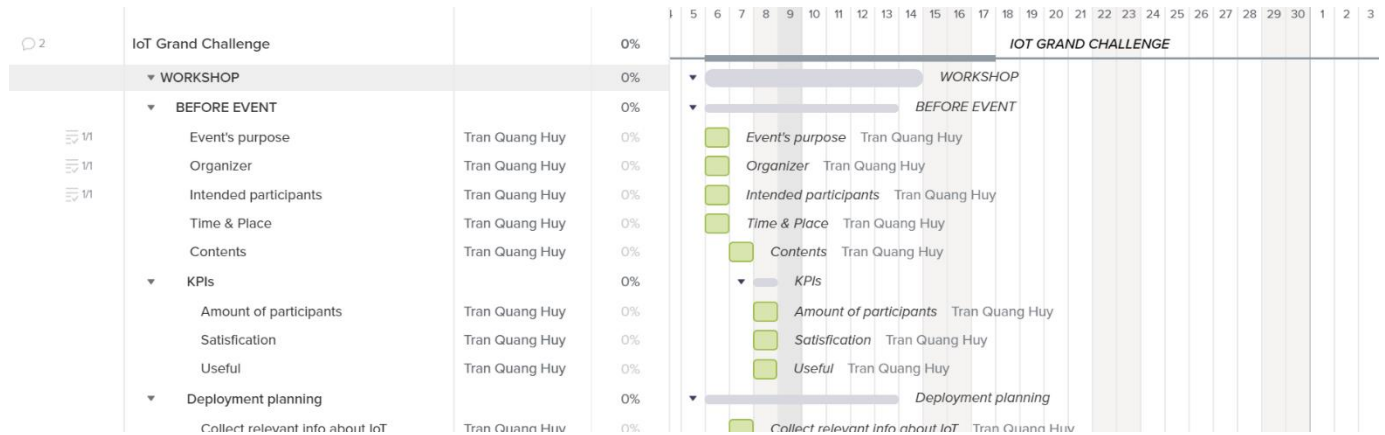
We use Trello like multitask to know what we must do, and each team member must give team member's work on Trello. When using Trello, leader can understand what team member is doing and collect data.



Picture 6 – Trello.

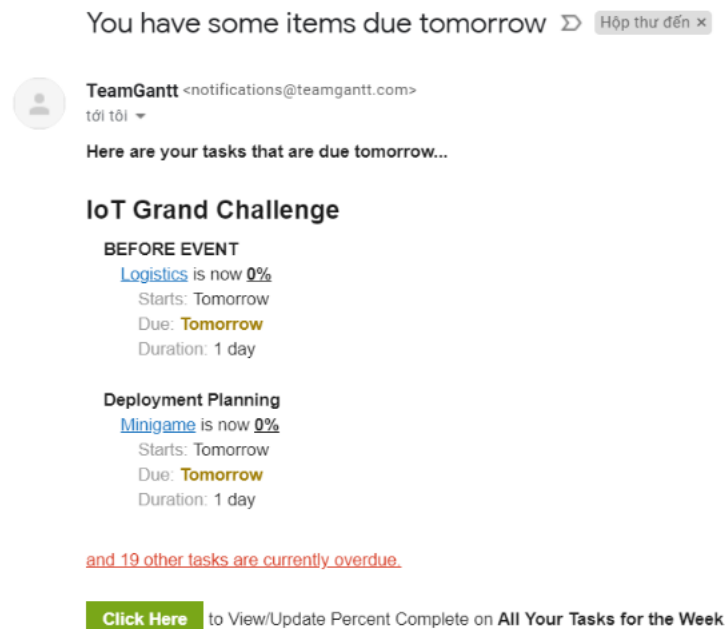
### 3. Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.

We use Team Gannt to Design a professional schedule. With Team Gannt can easily track the items to do, thereby planning specific activities for each day



Picture 7 - Use Team Gannt to design a professional schedule

If someone in the group forgets to do, Team Gannt will always send emails to inform them about their work tomorrow, which will help the plan go as planned and profession.



Picture 8 - Team Gannt send email to notice tasks

#### **4. Evaluate the effectiveness and application of interpersonal skills during the design and delivery of a training event.**

People with good interpersonal skills are strong verbal and non-verbal communicators and are often considered to be “good with people”. Most of daily activities require interaction with other people. It is critical to be efficient at getting along with others in order to have successful career and meaningful friendships.

There are some Interpersonal skills that team used during the design and delivery of a training event:

- Adaptability
- Negotiation
- Conflict resolution
- Communication skills
- Conflict management
- Persuasion skills
- Affirmation skills
- Team building
- Self-Awareness

Through communication style, our employee already got an information about event, and the most effective communication channel is Social Network, special is Gmail. With this channel, we receive a lot feedback from employee about participants the event.

When using Team Gannt and Trello, people can check out what to do on this day and the next day to complete previously assigned tasks.



## CHAPTER 2: APPLY CRITICAL REASONING AND THINKING TO A RANGE OF PROBLEM-SOLVING SCENARIOS

### 1. Demonstrate the use of different problem-solving techniques in the design and delivery of an event.

#### 1.1. List the risks

Topic	Risk	Responsible by	Current risk rating (High, Medium, Low)
Planning	Problem in planning	Event Staff	High
	Problem in Budget	Event Staff and Venue Staff	High
	Not enough place or table/chair	Event Staff	High
On the road	Traffic Jam	Event Staff and Venue Staff, Public	High
	Traffic Accident	Event Staff and Venue Staff, Public	Low
	Transport Vehicles Damaged	Event Staff and Venue Staff, Public	High
Service	Food/Drink have problem	Venue Staff	Medium
	Customer care issues	Event Staff and Venue Staff	Medium
	Stomachache	Event Staff and Venue Staff, Public	Medium
External factors	Explosion	Venue Staff	Low

	Place collapsed	Venue Staff	Low
	Electric down	Venue Staff	Medium
	Terrorism	Event Staff and Venue Staff	Low
	Bad weather	Venue Staff	Medium
	Staff forget	Event Staff and Venue Staff	Low
<b>Internal factors</b>			

*Table 1 – List of risks*



## 1.2. Risk assessment

Topic	Risk	Responsible by	Current risk rating (High, Medium, Low)	Minimize risk by:	Risk rating after action taken (High, medium, low)	Date longed
<b>Planning</b>	Problem in planning	Event Staff	High	Check the list to do carefully and have backup solutions	Low	Before event
	Problem in Budget	Event Staff and Venue Staff	High	Carefully calculate and have backup solutions	Low	Before/ after event
	Not enough place or table/chair	Event Staff	High	Should rent excess seats or tables (from 5- 7)	Low	During event
<b>On the road</b>	Traffic Jam	Event Staff and Venue Staff, Public	High	Should come early	Low	Before/ during event
	Traffic Accident	Event Staff and Venue Staff, Public	Low	Drive carefully and should go early to avoid other	Low	Before event
	Transport Vehicles Damaged	Event Staff and Venue Staff, Public	High	Check the vehicles carefully	Low	Before event
<b>Service</b>	Food/Drink have problem	Venue Staff	Medium	Check the food quality first	Low	After event
	Customer care issues	Event Staff and Venue Staff	Medium	Should be patient and create a professional attitude	Low	During event

	Stomachache	Event Staff and Venue Staff, Public	Medium	Should prepare first aid kit and car is available outside	Low	During event
<b>External factors</b>	Explosion	Venue Staff	Low	Prepare fire alarm devices	Low	During event
	Place collapsed	Venue Staff	Low	Check the infrastructure of the building first	Low	During event
	Electric down	Venue Staff	Medium	Should check the problem of power first, check carefully	Low	During event
	Terrorism	Event Staff and Venue Staff	Low	Security checks and strangers in the event	Low	Before/ during event
	Bad weather	Venue Staff	Medium	Check the weather forecast how about that day	Low	Before event
<b>Internal factors</b>	Staff forget	Event Staff and Venue Staff	Low	Remind and check the need to clear	Low	Before/ during event

*Table 2 - Risk assessment*

## 2. Demonstrate that critical reasoning has been applied to a given solution.

When preparing the event plan, the organizers met to unify the program for the event, the ideas that were accepted, and then choose the best plans.



Picture 9 - Example brainstorming. (medium, n.d.).

When a problem or plan is in place, everyone in the organizers must find the risks of that plan and how to solve it if the risks occur during the preparation and execution of the event.

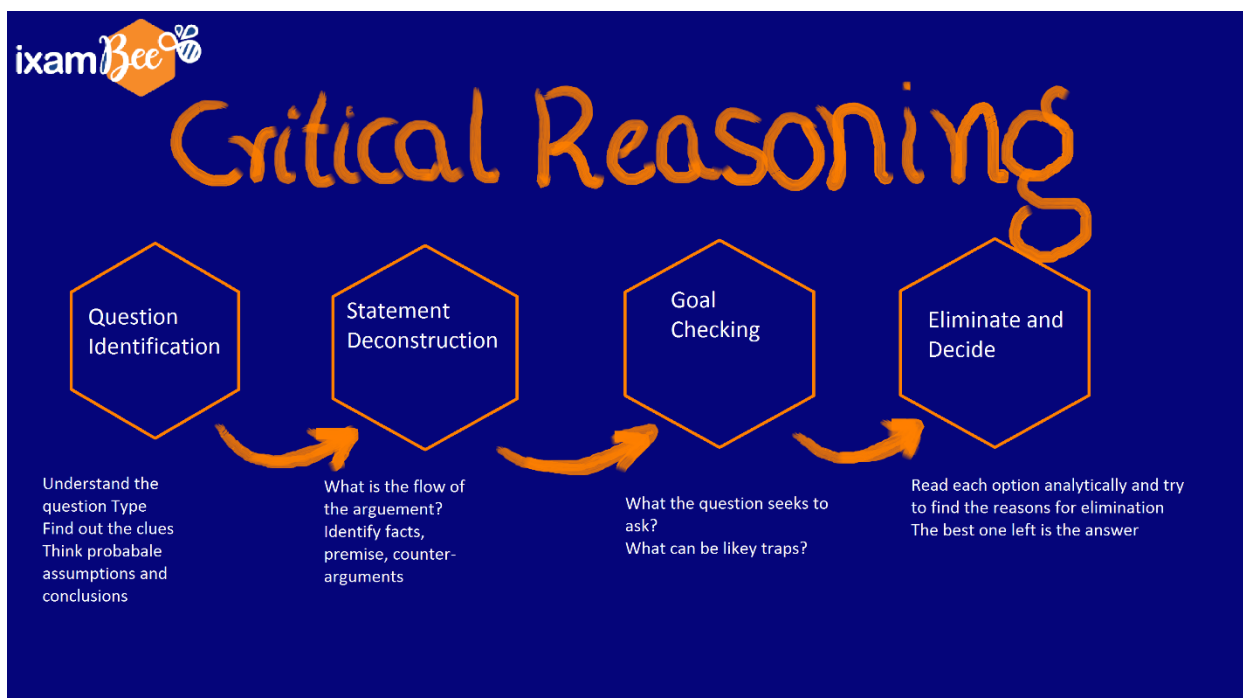


Figure 2 - Critical reasoning. (Joshi, 2017)

### 3. Research the use of different problem-solving techniques used in the design and delivery of an event.

Problems are best solved at the Lowest Level the root cause. Organizer remain so engaged in the day to day firefighting that problems mostly recur every now & then. Systematic Problem-Solving techniques / methodology helps organization to eradicate problems from the source thereby stimulating growth and efficiency in the processes. Before the program started, every plan was specifically discussed, research the use of problem-solving techniques that were necessary to design and delivery of an event.

Problem-solving techniques that the organizers use include 4 steps:

- Identify
- Define
- Explore
- Action
- Look back

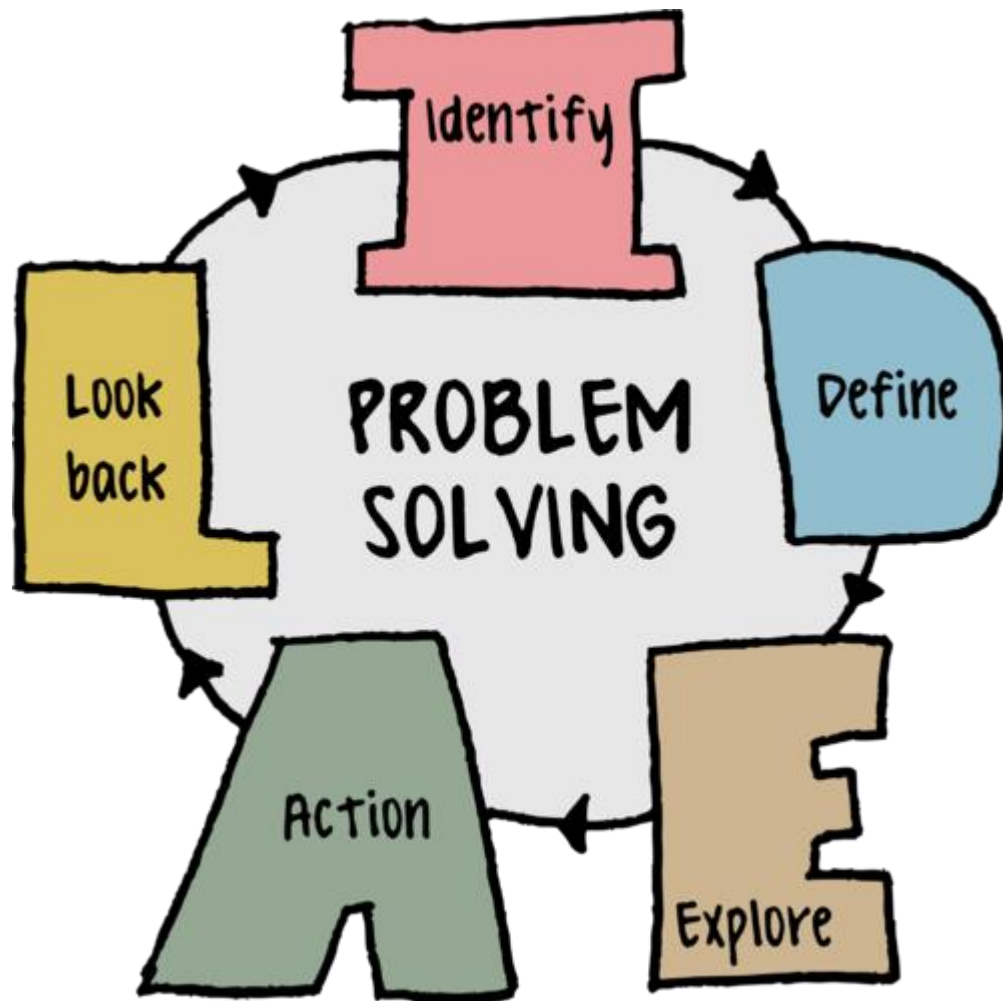


Figure 3 - Problem solving. (indiamart, n.d.)

## 4. Justify the use and application of a range of solution methodologies.

### 4.1. Reduce risk

To minimize risks during the event, the organizers used the risk assessment skills to introduce potential risks, thereby taking specific actions to overcome risks and ultimately Assess the importance of risk after remediation. If it has not been resolved, there will be an alternative to ensure the event takes place in the best way.

Topic	Risk	Responsible by	Current risk rating (High, Medium, Low)	Minimize risk by:	Risk rating after action taken (High, medium, low)	Date longed
Planning	Problem in planning	Event Staff	High	Check the list to do carefully and have backup solutions	Low	Before event
	Problem in Budget	Event Staff and Venue Staff	High	Carefully calculate and have backup solutions	Low	Before/ after event
	Not enough place or table/chair	Event Staff	High	Should rent excess seats or tables (from 5- 7)	Low	During event

*Table 3 - Example risk assessment in event*

### 4.2. Communication

The organizers use the common means of communication to transmit information and communicate with people such as Facebook, Gmail, mobile phones, etc. Thereby, it is possible to exchange and fix and make timely solutions if any problems occur or changes in the plan.

### 4.3. Checklist

Check out the daily work that every person in the organizers has to do through Team Gannt has achieved high efficiency in working. Besides, using Trello to do to list is also very effective in tracking how completed the event is.

This also improves people's time management skills.

## 5. Critique the process of applying critical reasoning to a given task/activity or event.

Critical reasoning involves the ability to actively and skillfully conceptualize, analyze, question and evaluate ideas and beliefs. Critical reasoning is the opposite of dogma. Dogma is unquestioned information — information that is embraced without the intervention of active thought or criticism. To reason critically is to question the ideas and beliefs of others and oneself and to challenge dogma and authority. (wikieducator, n.d.)

We think critical reasoning involves three important components of reasoning. These components are as follows:

- Critical reasoning is thinking for yourself.
- Critical reasoning is informed reasoning.
- Critical reasoning is critical self-reflection.

There are several different types of critical reasoning and there are some key terms:

- **Argument:** Central to every critical reasoning question is the argument. An argument is an ordered line of reasoning composed of premises, assumptions and a conclusion. Understanding the elements of an argument is essential to performing well in this section.
- **Premise:** Each critical reasoning argument contains at least one premise. Premises are pieces of information that provide evidence used to support the conclusion of the argument. For the purposes of critical reasoning arguments, premises are facts not subject to dispute.
- **Conclusion:** The conclusion is the endpoint of the line of reasoning of an argument. Think of it as the result of the argument. The line of reasoning leading to a conclusion is often where errors in logic are made.
- **Assumption:** Assumptions are unstated facts and logical connections in a argument. In order for the conclusion of an argument to be true, the assumptions upon which that argument is based must also be true.

Example: while working as a team to prepare a plan for the company's IoT series of events, a member of the team builds content for the 3rd day of activity. The content of Teambuilding building for the 3rd day is too boring, only I focused mainly on technology, so I talked to the person in charge of the 3rd day and offered to change the content, instead of the content of that day as a workshop, I added activities. Mobility is fun and active but still retains the content of that day.

## CHAPTER 3: DISCUSS THE IMPORTANCE AND DYNAMICS OF WORKING WITHIN A TEAM AND THE IMPACT OF TEAM WORKING IN DIFFERENT ENVIRONMENTS

### 1. Discuss the importance of team dynamics in the success and/or failure of group work

A proven way to build a successful business team is to assemble a group with a stellar mix of knowledge and expertise. Get to know the strengths and personalities of existing team members to create an effective dynamic. If necessary, seek out new team members to strengthen your lineup.

Team dynamics are those psychological forces influencing the direction of your team's performance and behavior. Those dynamics are created by the personalities involved and how they interact. Understanding a team's dynamics can alert you to how successful it might be. (notredameonline, n.d.)



Figure 4 - Example team dynamics. (vipcoaching, n.d.)



The term means to understand the individuals that make up a team, a method of exploring behavior and the reasons for that behavior, Lewin explained.

In group dynamics, he said, we recognize the abilities of an individual and how they will interact with a group. His work is considered central to good management practices.

Positive team dynamics occur when team members trust each other, work collectively, and hold each other accountable. When a team has a positive dynamic, its members are more successful and there is less chance of conflict.

A team with poor dynamics includes people whose behavior disrupts workflow and results in wrong choices, poor decision-making or no decision-making at all. Poor dynamics leave the team more vulnerable to conflicts.

- **Be an effective leader:** An effective manager must also be an effective team leader who gets to know employees well enough to pair them successful for project.
- **Meet with your team:** Set up meeting to review and discuss the survey with team. A manager can interact with team by providing his or her own answer. Giving your team space and allow them to ask questions of each other to avoid miscommunication, personality clashes and build team performance.
- **Address issues early on:** Getting to know what your team member's personalities and strengths can assist you in determining how they will interact. Learning their goals and previous business experience and share your own. Celebrate both professional and personal successes with them. Encourage team interaction and act on conflicts quickly.



## 2. Work within a team to achieve a defined goal.

### 2.1. Comparison between teamwork and personal work

Task	Teamwork	Individual work
Prepare	The preparation for an event is assigned specifically to each member, which ensures each task assigned to the member is completed in a complete manner.	It is difficult to prepare a large event, many shortcomings in preparation.
	<ul style="list-style-type: none"> <li>- Agree on goals / milestones</li> <li>- Establish tasks to be completed</li> <li>- Communicate / monitor progress</li> <li>- Solve problems</li> <li>- Interpret results</li> <li>- Agree completion of project</li> </ul>	<ul style="list-style-type: none"> <li>- Work on tasks</li> <li>- Work on new / revised tasks</li> <li>- Research / development</li> <li>- Networking</li> </ul>

Table 4 - Teamwork vs Individual work

### 2.2. Benefit when work with team to achieve a define goal.

- Increase in productivity
- More ideas and creativity
- Higher quality outcomes
- Members works to establish an effective team.
- Quicker solutions.



Picture 10 - Teamwork in professional practice

### 3. Analyze team dynamics, in terms of the roles group members play in a team and the effectiveness in terms of achieving shared goals.

Team dynamics refers to the patterns of interactions that emerge as groups develop, also called group process. Team success is dependent upon the process team members use to interact with each other to accomplish work.

Team dynamics can be good (for example: when they improve overall team performance or get the best out of individual team members). And they can also be bad (for example, when they cause unproductive conflict, demotivation, and prevent the team from achieving its goals).

- **Team Worker:** Team workers are the people who ensure the team remains united. They work toward resolving conflict or issues affecting the team's dynamics. Team workers are very supportive of other team members and are thus popular within the team. Team workers are known to be non-committal during decision making because they don't want to be taking sides: they put team cohesion ahead of their decision-making abilities.
- **Monitor-Evaluator:** These are the critical thinkers in a team. They're serious minded and cautious in nature. Rather than rush into decision making, they prefer to critically analyze information before making any conclusions. Monitor-evaluators lack the energy to motivate other team members and are deemed to be slow in decision making.
- **Team Leader:** A team leader is someone who provides direction, instructions and guidance to a group of individuals, who can also be known as a team, for the purpose of achieving a certain goal. An effective leader will know her team members' strengths, weaknesses and motivations.

Components of Team dynamics:

- Objectives
- Size
- Norms
- Cohesiveness
- Status
- Roles

Team dynamics are a very important part of working life. They can have a big impact on:

- The profitability of an organization.
- Whether people enjoy their work.
- Staff retention rates.
- Team and individual performance.
- Company reputation.

When doing this event, each person in the organizing committee has a certain role, each member's role depends on their level and contribution to the event. Each person must be responsible for the event. Make sure the event goes well.

#### 4. Provide a critical evaluation of your own role and contribution to a group scenario.

In the team, my role is the team leader. Before working with the team, I need to understand each member of the team and the ability of each member. And my self is always ready when people need help even though their work is unfinished, determining their workload and time. Avoid receiving a lot of jobs that affect the progress and quality of the event. And always find ways to communicate with people in the closest way.

- To prepare for this training event, we have met many times on every means: at the company, and online. The group's first preparations for the event failed because we did not clearly identify the required goal of the event, but after the analysis, the group agreed to plan to organize. While preparing for the event, the division of work was the most difficult because there were a few new members in the group, they did not know the working process well, so as a team leader I built templates. work and step by step instructions for each member to complete their work.
- When doing the event, there were a lot of incidents that happened from the budget, the time to the program content, but with careful preparation, the group completed a series of 4 days in a good way.
- In the group with one foreign member, the ability of the group to work is very limited by language barrier, when communicating and exchanging information is often difficult and confusing. To solve this problem, I often use illustrations or diagrams to be able to convey the information correctly.

With this event, I am completely responsible for success or failure. Therefore, I always put myself in the situation of always working to achieve the highest efficiency.

Self-evaluating contribution report:

##### **Tasks contributed to the team:**

- Slide designer & presenter of IoT workshop
- Help Thatsadaphone Inthatpakdy to adjust the content of Teambuilding slide
- Team Gannt (Event schedule planning) main composer
- Background services for C Programing Language training and Hackathon event

##### **Performance evaluation:**

- Complete the distributed tasks on time.
- Join to help other team members when the distributed tasks are all finished.
- Always having positive energy to push other them member.

## CONCLUSION

Through the development of a 4-day program include: workshop, training, teambuilding and hackathon. I feel that I can improve many professional skills. Especially Teamwork skills, this skill requires a lot of factors and time to develop, a good working group must harmonize many factors. Time management skills are also one of the important skills that determine the success of this training event. Not only the event organizer himself has improved his skills and everyone involved after the event has also learned more about technology and better understand his colleagues, since then You can build professional skills to get a better job in the future.

The event was going on as expected despite some unexpected incidents. But the organizers have also achieved the right goal from the beginning that is to provide knowledge about IoT and knowledge of professional practice for employees.

After this event, Gree Tech employees will work and operate better, the company's productivity will be higher.

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