

**Training Booklet**

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Hello, I am Simon light and I am going to be taking you through the training for your Waitrose training via this booklet. It is very important that you thoroughly read this booklet and learn from it as in the IT industry, it is important to know what attributes you need to write down on a CV or present when in an interview. The aim of this booklet is to guide you into the IT industry and teach you employee attributes that are needed. I will also be giving a definition of each attribute so that you have the best understanding possible.

## **Working Procedures**

Knowledge and understanding how a business works and what systems are put in place to protect the business or the customer.

If you are working as a Software Developer you need great understanding of the procedures put in place by the company. If you are working for Adobe you need to know how the company operates. The health and safety systems put in place by the company is put in to protect you and your colleagues. If you break these it means you could seriously injure someone and therefore face disciplinary actions. You must know the data protection procedures put in place to protect the integrity of the business, you must know what you can and cannot access, you must know what and what you can’t talk about to people outside of the company, you must know permissions on deleting work that you have done. If you break these rules you will face disciplinary actions and make cost the company a lot of money. It may also mean that you lose a lot of work. You must also know company policies on everything else you do, this could range from saving work to lunch breaks to dress code. It is important to pick these up quickly so to retain your job and reach your full potential.

In IT Support you will need technical knowledge of the products you are dealing with e.g. if you are working for Dell, you need to know multiple products that Dell offer and need to know their common faults, diagnostics, how the product should be. You need to know what hardware these products use and how to replace them, find faults. You must know the inside and out of the security system in place on these products and make sure that you provide the right compensation/help in the specific areas. You must make sure that you do not void any warranties the customer may have and make sure everything you do or say will not damage any hardware or software that the customer could claim compensation for. You must know how all of the common software on these devices works, how they are used to their maximum, which ones may cause faults/ errors and how to avoid/fix this. You must know how to correctly install or remove a piece of software without damaging the product.

## **Technical Knowledge**

Knowledge that is needed to complete a complex task in the IT industry. This includes hardware, software, and security.

These are the skills that are specifically related to the industry you want to go into. In this instance we will be using the IT Industry as examples.

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# **Specific Job Related Skills**

**P1**

# **General Attributes**

Attributes that are common to every workplace but are still very important. This instance will still be using the IT industry as examples

## **Time management**

Managing your time so that all tasks can be completed.

It is very important that you manage your time well when working for a business. This is because you need to complete work to deadlines and if you don’t then it can have a knock on effect on the rest of the company. You should be able to priorities work so that all of it gets completed on time. If you do leave work to last minute then it will have knock on effects on the rest of you work meaning that may not be completed on time or to the best standard. This may mean that you are less likely to reach your potential and may not go as high in the company as you first wished. As delays can affect the rest of the company it may be that your role is reduced as you are not reliable or you may even lose your job completely. If you work as a software tester you need to priorities work that needs to be finished soonest. If you do not it may affect the whole of your company. If you are testing software from another company then it may mean that your company does not receive all of the money for the job and they may lose business due to reliability. This means you could face disciplinary action.

## **Written and verbal skills**

Communicating through your voice and computers and letters.

It is important to have written skills as it helps you cooperate in the work place. If you are working in a group of software developers you need to be able to communicate. This comes down to both verbal and written. This include writing emails, interacting on social media, texting, speaking, giving presentations. If you cannot do this then it may mean that work is not done to the correct standard and it may even be done twice. If you cannot give a presentation it may mean that work you set is not completed to the correct standard and the right work might not be done. Sending emails to customers is very important. If this is done in an improper way then it may mean that the company loses out on business. This could mean you could face disciplinary action which means you might not reach the full potential of your career.

## **Creativity**

To be able to think of different ideas to the rest of your team.

Creativity is very important in the IT industry. If you are a Software Developer you need to think of creative ways of getting round bugs, thinking of new ways to reach a customer’s expectation, to think of new and interesting apps/software for release in the marketplace. If you don’t do this then it may mean that your company falls behind its competitors. This may mean that you could face disciplinary actions or the company goes bankrupt. If you fail to successfully get round bugging then it may mean that the product goes out unfinished. This means your company may be seen as unreliable which could mean you face disciplinary action.

## **Attitude**

Attributes that are common to every workplace but are still very important. This instance will still be using the IT industry as examples

## **Independence**

To be able to successfully work on your own and achieve set goals.

If you work as an App Developer then you need to be able to work on your own and not always ask your manager for help. This will mean that you will be seen as a more reliable employee (meaning you will go higher up in the company), your manager is able to spend their time helping other people who need it and is able to spend more time helping you on the things you do ask, it means that you won’t be flooded by other people’s ideas. If you are not independent while working it will mean that you will not be able to complete work as efficiently, you will need lots of help which could mean you role is reduced.

## **Tolerance**

Being able to keep your cool when things don’t go as you want them to.

It is important to have tolerance in the workplace as you will be working with lots of people who will have different views. If you work as a Network Administrator and you are trying to find the best network solution there will be a lot of people in your team throwing ideas forward. You need to be calm and relaxed and take into account all ideas to find the best solution. If you are not then the solution you come up with may not fit the brief and your team may not get the job. If you are part of a team whose solution is not working as expected then you need to be tolerant of this and be calm so that you can identify errors and fix them. If you don’t do this you may become flustered and not identify the error in time. This means that your team is seen as unreliable and may not be selected for future tasks.

## **Problem Solving**

Being able to overcome problems made by you or by others.

If you work as a software developer then you need to be good at problem solving. This is so you can overcome bugs, find solutions for customer needs, and work out new ways of doing things. If you are good at problem solving it will mean that your work will take you less time and therefore you will become more efficient. This means you are more likely to move up in the company and reach your full potential. If are not a good problem solver then it means that some of your work may be sub-standard and you make not progress as much as you may have liked.

**P2**

# **General skills**

The types of skills needed to give an effective talk/presentation

## **Adapting content and style to suit audience needs**

Being able to change content to suit your current audience.

If you are giving a presentation you need it to fit your audience needs. For example, if you are giving a presentation to teach your audience about e-safety, if you give it to a group of children you need it to be exciting with colour, animations and questions to the audience. If the same presentation was given to a person in power e.g. your boss, then this may seem patronising and rude. Instead you should include informative, formal slides to keep the information clear. This is very important to keep the audience’s attention and make sure the point you are trying to make is being put across.

## **Accuracy**

Keeping the content relevant, clear and correct

If you are giving an informative talk all content that you give must be correct. For example, if you are giving a talk on CPR and the content you give is not clear enough that the audience didn’t hear it correctly, it may be very dangerous. If the information you give is not set out in a relevant order then again the audience may not hear it correctly. If the information you give is all out wrong, then you are doing more harm than good.

## **Techniques for engaging the audience**

Methods on gaining and keeping the audience’s attention

Keeping the audience’s attention is very important. If you are giving an informative speech about Company Security it is important that everyone listens. This means that you must have everyone’s attention. Ways of doing this are: questions to the audience, animations/videos, references to well-known things, high tempo/up-beat, having an interesting topic. If this is not done then the attention may not be on you. This means that all of the information you give is not fully received or understood.

# **Interpersonal skills**

Skills needed to engage/interact with people during a presentation.

## **Techniques and cues**

Ways of remembering when to speak or move the presentation forward.

This is very important in a presentation. If you are doing a joint presentation then you need to have cues. This could be anything from remembering key words from the presentation or writing what to say in front of you. If you do not have cues then you may both be stuck waiting for each other to say something which will mean the audience may get bored or lose interest.

## **Positive and negative language**

Changing tone and language to reinforce a point

If you are giving a presentation/speech then you usually have a point that you are trying to get across. You can use tone and language to put down apposing ideas and showing benefits to your own. This can be overused so you must be careful how much you use it. It can help to share your opinion and facts.

# **Written skills**

Skills needed to effectively communicate your point to another person

## **Emails, letters and fax**

Using effective forms of communication.

It is very important to know how to write proper emails and letters. This is because they will be the most common modes of communication in any workplace. If you are working for IBM’s sales team and you are applying for work on behalf of the company then you need to either use email or letters. If you cannot do this then you cannot achieve the work you applied for due to lack of communication. This will mean that you may not go as high in the company as you fist wished. You could even be demoted or face disciplinary action if this effects your work a lot.

## **Spell check**

Being able to use the correct tools provided

Spell check is a very important tool now days. It is very useful to check emails, letters or even social media posts with spell check. If you are applying for a job at Audi it is a very competitive role. This means that you’re CV or application will be read very quickly and will be shortlisted from there. If you CV contains multiple spelling errors then you are unlikely to get the job. This may mean that you have to work for an inferior employer which could mean that you do not advance as much as you may have liked.

## **Emoticons**

Choosing the correct time to use the tools provided

Emoticons are widely used on social media but they must be used correctly. If you are talking to a possible employer on social media such as yammer, you should probably not use emoticons. This is also true of emails and letters to employers, suppliers, colleague etc. The time to use emoticons is in your free time, perhaps on a lunch break and only to people who you do not interact with in the work environment.

# **Barriers to communication**

**P3**

Barriers that you may face when coming to communicate by giving a presentation.

## **Poor Timing**

Choosing to do/say things at certain times that are inappropriate.

Timing is a very important barrier to communication. If you have bad timing then it may affect the audience’s attention on the presentation onto other things. An example of this is if you are giving a presentation for Toshiba, and you talk over the informational video. Then it will distract people off of the video onto the question you asked. This could mean that they miss some important information. This means that you haven’t done your job and may face disciplinary action.

## **Language differences**

The difference between two people’s native languages.

If you work for a big company such as Dell they have branches all over the world. You may be asked to give a presentation/talk in china for example. This means that the people you are presenting to may not have the same native language. Some people may not even speak the language that you are presenting in. This means that you are not for filling your role of communicating to people. This may mean that your job could be outsourced to a multi lingual person. This means you have a lower standard of job or not one at all. This means that you will not reach as high as you wished.

## **Inappropriate medium**

Content that is not relevant or correct for the topic and audience of your presentation.

If you are giving a presentation to a group of children then some of your usual content may be out of place. Some of your information may appear boring to younger audiences and therefore you will lose their attention quicker. This will make it harder to provide them with information. Some information will not be understood by this type of audience. This means jokes or phrases may be confusing and difficult to understand. This will result in a general lack of concentration and therefore you are not giving a successful presentation.

# **Overcoming Barriers to communication**

**M1**

How to overcome any barrier shown above.

## **Poor Timing**

To overcome bad timing you must first make sure you are punctual. This means arriving, starting and finishing on time. This will ensure complete focus on you. You must also completely plan your presentation before giving it. By doing this you can give yourself certain prompts during your presentation. This will ensure that you do not obscure information by talking over a video or by skipping over information. This will mean that you do not leave out any information and you for fill your job role. This will mean that you will exceed and could advance in your career reaching your full potential.

## **Language differences**

If the people you are talking to don’t have the same native language as you then you must make some alterations to your speaking. You must speak loudly, clearly and with basic words and lots of gaps. If you mumble they will not understand you. Speaking loudly and clearly then it means that your audience will hear you properly. You will then leave gaps and use basic words to make it easier for them to translate and fully understand. You can them break up your speech with questions to ensure everyone understands. If your audience don’t speak English or speak very little English then you may require a translator. When using a translator then you must ensure you leave enough time for the translator to hear you and translate it to the audience. You must have good co-operation with the translator so that you both understand what is meant to be happening. It is a good idea to present your presentation to your translator first so that they can ask any questions they have.

## **Inappropriate medium**

When planning a presentation you must adapt it to your audience. If you are giving your presentation to children then you must adapt some of your ideas. Information that was appropriate for an older audience may need to be livened up with animation, video, sounds, cartoons etc. this will ensure that you have your audience’s attention throughout your speech. You must ensure that jokes or phrases you say are appropriate to the target audience e.g. jokes about politics to children are not appropriate. This will ensure that your presentation will be fully understood. This means that you are for filling your job role. This will mean that you will excel in your job and reach your full potential.

# **Conclusion**

In this booklet I took an employee of Waitrose through a training process of the IT industry. It will help then for job applications and writing a CV. I taught the employee attributes needed in the industry and how to overcome certain problems. I also gave definitions to their attributes to heighten their understanding.