

## TASK 1

### 2. Professional and Technical Competencies:

UNL (n.d) defines competencies; it is combination of knowledge, skills, and attitude of an individual that enhances the ability of that person as an employee resulting organizational success. RITN is a large IT company that provides many IT services. It needs to deal with large number of clients and provide large number of services. Hence company demands professional as well as technical competencies from each of his employee including me.

Some of competencies RITN demands from their employees are:

- Manipulative technical planning skill
- Understanding business practices, methodologies, organization, politics, and culture
- Managing projects; development and controlling work
- Communicating
- Being flexible
- Understanding current and developing technologies

Below in this report I have listed my current professional as well as technical skills that enable me to gain those competencies against organizational objectives and professional standards.

### 4. Communication Skill:

LINKEDINCOMMUNICATION (2013) states “*Every individual needs to be well equipped with the tools to communicate effectively, whether it is on the personal front, or at work. In fact, according to the management gurus, being a good communicator is half the battle won*”. Obviously communication is basic skill we need to have in our profession life. It is set of skills of how good spoken skill, written skill, listening skill as well as presentation skill we have.

According to Gregory (2010), the ability of communicating well is one of the biggest aspects in professional success. Similarly, Sunday Times (2010) wrote, communication in organization is really important as employees need to perform internal as well as external communication. Internal communication means employee-employee communication whereas external communication means outside or worldwide communication. Communication skill is one of many professional skills I possess which enables perform both internal as well as external communication effectively. I need to

give advice to other co-workers in IT related topics. Similarly, I also need to face different clients and give them advices about the product and services that Radiant offers, having good communication skills help me make other parties understand me easily.

### Flexibility:

According to KENT University (n.d), it is attitude of individual to be able to adapt mindset according to the situation. In profession life it is essential to have this skill as we need to work in different condition at different time.

I have multiple responsibilities in my company so I need to show my (versatility) flexibility skill in order to get work done. Sometimes I have to take new task challenges at short notice. Similarly, sometimes my work schedules changes or workload changes. Fortunately flexibility is something I possess which helps me to adapt into new surrounding pretty quickly and get job done.

### Decision Making

SKILLSYOU NEED (n.d) defines; decision making is process of choosing best possible choice among two or more options. Decision making is not an easy task to perform. One has to gather information, listen, set choices, analyze risks, decide all important and small factors and then make decision.

Decision Making is one of most important skill that RITN ask from me as their employee. According to Jenny (2013), if decisions are not taken with proper research, it can ruin the organization. I have to give advice to co-workers, clients and senior employees or regular basis. Most of the times, I have to make decision to choose among all alternatives to suggest the best choice to clients. Sometimes, director of the company asks me to take decision regarding the companies IT problem, having good decision making skill helps me to take good and decisive decisions.

## 5. Skills need to be improved

### 5.1. Time Management:

Joseph (n.d) suggests time management is essential for success in business life as it ensures tasks get completed and objectives achieved within the deadline. Bad time management skill can cause professional failure. In Simple worlds Time management refers to how best we utilize the time. In IT

organization like Radiant, time management has big role.

To get competencies like manipulating technical planning and managing projects; development, and controlling work employee need to have good time management skill. Improving time management skill will help me to finish different tasks on time. Effective use of time will reduce time wastage and improve my performance because I will be able to give more time to my office. This is one of the most important areas I need to work on improving.

Tech-institute PVT Ltd provides 2 (two) days' workshop based training on time management for IT employees, attending that training can give me some ideas about how can I develop and improve my time management skills. That workshop can provide me some basic tips on my time management, which I can practice in my day-day life.

### 5.2.Latest features of Visual Studio and SQL server

IT professional needs to have understanding of current as well as developing technologies. I have good knowledge of Visual Studio 2010 and SQL server 2008. But I am not fully aware of features it has in latest Versions. Improving skills on these two platform will help me advice the technical teams as well as clients about new products a product's quality. After improvement I can organize a small workshop in company to train the technical team hence quality of whole team can improve.

Like Tech-institute, Software-tech education organizes 3-4 days workshops on introduction of latest features on visual studio 2013 and SQL server 2012. A 3 day workshop on them can help me understand new feature of them. Later I can practice those features on my own project or while advising technical team. This can help me to ensure my technical competencies.

### TASK 3

- Communication skill:

Hayes (2002) states that the interaction between parties those are seeking satisfactory outcome from interaction requires interpersonal skill. Developing Communication Skill surely helped me to improve interpersonal skill as well. In my PDP I had set objective to be able to Demonstrate Communication skills in professional level and now it shows I have achieved them. I need to demonstrate my skill of communicating and interacting with my clients for promoting services or product as well as management team to advise them on regular basis. Improvement of communication skill now has helps me to deal with those clients more confidently. Now I am able to give professional standards presentations to management teams to advise them on IT related topics.

- Problem Solving and Decision Making:

If we compare the improvement I made to the objective in development plan, we can see significant improvements. Working as IT manager, I need to face several bigger problems related to work like bigger client handling, client's problem solving. Now I can handle problems and take critical decisions more confidently than the past. In past I used to face problems like having confusion to decide best option among available options. Now, improved decision making and problem solving capability enables me to choose best option according to the need, situation and suitability and give best advice to management or client.

- Team Work and Leadership:

After following the PDP I have made improvement on team work and leadership skills. If compared to the past before PDP, I used to have uncomfortableness while working with the team. Now I am able to work in large company and within a large team where team is very goal driven and have very good team environment. Similarly, I used to get too stressed when I had to lead even a small team, but after completion of development plan I have developed capability to lead the team or large member and work with them. Now I can work under team and help the team with advising, providing extra effort, sharing ideas, involving in team based task which I was not capable of before.

- Organizational Planning:

My objective in the PDP was to be able to plan organization in large company. Today working as IT Manager, I have experience of organizational planning at large company. I am able to Identify,

document, and assign project roles, responsibilities, and report relationships properly which I was not able to do in past. But due to lack of opportunity, I can still improve if I can get international experience and be able to learn from it.

- **Programming Languages:**

After following the plan successfully I have achieved my objective of understanding the concepts of Rubi on Rails. I understand its features, cons, and pros. I used to avoid clients who wanted to have information on Rubi on Rails based system due to incomplete knowledge on them. Now I am able to deal with clients who want on Rubi and rails based system. I can give them good advice, show them advantages of system based on this language and also suggest alternatives.

- **Server Management:**

I had no knowledge of Server system at the beginning of my development plan hence I had set objective to be able to manage network Server. During PDP I joined Microsoft training Center in Kathmandu, Nepal. Now I have developed skills to design and manage large computer network server with confidence. I can share ideas in meeting, give effective suggestions to technical team as well as clients who wants suggestions on server based systems. Improvement of this skill has developed my overall technical skill.

## 5. Conclusion:

PDP has helped me to gain significant improvement in both personal as well as professional aspect. Exeter (N.D) writes, with help of PDP individual can become more effective, independent and confident in employability approach. Personally, now I am more confident in my approach and professionally, I am more strategic in developing skills for employability.

This one year PDP helped me to improve my communication, problem solving, decision making, leadership, team working and technical skills and achieve technical and professional competencies. These competencies help me to work as IT manager properly and I can approach my daily work confidently. The most prioritized learning need of this PDP, communication skill improvement helped me to improve my communication capability and helps me to deal with my clients confidently and promote services as well as products. Similarly, I have also make improvement in other skills which helps me to establish my career as IT manager and helps me continue my improvement via on job practice.

## TASK 5

### Slide1: Introduction page

Time is most important and valuable thing an individual can have. As a student or a professional we should learn to manage time effectively that we can make most out of it. Time management in simple words is utilizing the time in best way to achieve goals or objectives. In this presentation I have discussed about why effective time management is needed, what are the basic steps toward time management and some strategy for time management in office to overcome problem.

### Slide2: Needs of Effective time management

As Time is most treasured thing, one must learn to manage it. But to do that one must understand why it's important in our life. According to (Schawbel, 2013), most of the successful people do not waste their time and manages time effectively. Some of the major benefits of effective time management are:

- To learn utilize time and stop wasting it
- To learn handling urgent and important tasks
- Less stressful life hence more balance life
- More productivity from equal or less effort
- Helps to achieve professional competencies
- Finally results enhanced reputation

### Slide3: Time management for Personal and Professional Development

An individual capable of effective time management is more developed in both ways, professionally and personally. Without proper time management there is big chance of Professional development plan fails, coz we cannot utilize time properly to achieve our PDP objective within time scale. If you are not capable of managing time effectively, there are high chances of task being uncompleted or getting late for school or office. Hence, time management skill should always be an individual's top most priority to achieve. They must put this skill on top in their professional development plan, this will help them to continue their plan and achieve other skills.

### Slide4: Steps to effective time management

Learning effective time management needs time and practice but there are some basic steps that can

be followed to reduce time wasted and learn to manage time. Proper uses of these steps lead to high level of effective time management skill. These skills are, ORGANIZE, DELEGATION, USE CALENDER, AVOID PROCRASTINATION and PRIORITIZE. Each of these steps will be described in later slide of the presentation.

#### Slide5: Before we start

Time consumed looking for a supply is misused time. Organizing the workplace properly before start of each day work can save lots of time. Additionally, setting up specific goal and objectives for that day can also save some valuable time for us. These steps help to utilize time properly. We may have face problems like spending some time finding tools, resources if we have not got an organized work place. Similarly we may get more stressed due to messed up work environment if we do not have clear and realistic goals and objective set earlier. Having clear goal and objective also helps to utilize leisure times as well.

#### Slide6: Prioritize your work to avoid mess

One of the most important steps toward effective time management is preparing a to-do list and prioritizing the task. To-do list is nothing but the list of thing to be done. This can be both professional and personal tasks. Bigger task can be broken down into small tasks. By doing this that person always knows his/her job left to be done as well as time left to do that job. It is a great way to stop wasting time of useless activities. When a teacher prepares a to-do list he can give his time to students, co-workers, principal, and his other works like homework paper checking etc. in right time.

#### Slide7: Avoiding Schedule problem

In professional life there can be lots of schedule problem if not managed properly. Every professional should use calendar to avoid unnecessary issues. We write down our schedules, deadline, appointments, and events or focus time when we manage calendar. This helps to avoid schedule crashing. This is a great way to manage time and doing what is meant to be done that moment. For example, an employee can use it to keep all work events on a calendar; hence he will not miss any of those events.

#### Slide8: Sample Day Schedule/Planner

Image in slide8 is a sample scheduler. An employee uses this day planner hence he will work according to plan. If he manages to stick to his daily planners, he will not miss any of his jobs and

manage to finish of all the important task need to be done. That employee arrive office at sharp 10:00. Then he asks for new files on project 'B' from his assistant. At 11:00 he submits boss the files of project 'A', files he studied last night at home. Then from 12:00 to 15:00 he has to meeting with clients. He will have break of half hr. from 15:00. He will spend his 15:30 to 17:30 rechecking files from project 'B'. From 17:30 to 18:00 he will have small meeting with boss about project 'B'. After that he heads for home at 18:00. This is very professional approach of time management; he achieved his goals of that day.

#### Slide9: Managing E-mail

Managing e-mail can also takes huge time hence we end up wasting lots of time. Cleaning unwanted e-mails can save time when searching needed e-mails. To manage e-mail best way is to manage them once in a week or month. If a worker wastes lots of time just downloading e-mails, we can use software like outlook that can automatically download and save the email for us. This is another way in office to save time and utilize them in other task.

#### Slide10: Learn to Delegation and avoid Procrastination

Delegation in simple words is dividing task to subordinates. It's very professional and important way of saving time in professional time. Distributing bigger task sub-ordinates can save large amount of time as well as develop the sub-ordinates. If manager is having lots of works to do, he can simply distribute some of his works to his subordinates. This will utilize the time properly and help things get done.

#### Slide11: Strategy Tips to manage time effectively at work

In professional or personal both life we can implement some of strategy that can help us at effective time management. Some of those strategies are:

- If you are busy and working hard on a task it's always good to put 'DO NOT DISTURB' sign. Hence nobody will disturb you unless it's urgent.
- Get early Start- It's better to start early rather than being lazy and waiting for perfect time to start.
- It's ok to procrastinate sometimes, like when not managing e-mails for weeks and then manage them in few hours.
- If you want to save time when having conversation via email. Doing CC to someone powerful



can help. It will make impression that this conversation is really important.

- Utilizing weekend is another good strategy
- Avoiding un-important tasks like gaming, over-resting
- Do something useful in waiting time
- And most important Do the job you love

#### Slide12: Summery

Time management is one of the key skills an individual need to have if he want be successful. For the development of that individual both professionally and personally time management is key. Effective management can produce more productivity from equal or same amount of effort.

We can use some of basic strategies to overcome problems in professional life. Saying 'no' to help when you are extreamly busy, planning day, delegate tasks and avoiding proscrasticaion are some of the strategies that can be used. One of the best strategy that any professional can use is 'Do it now'. If you are free and have some tasks left to do, do it now.

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