Jane Irish Ayop

BAELS3B

1. What is BPO and what is the nature of work in a BPO sector?

* BPO or Business Process Outsourcing is a subset of outsourcing wherein a company is giving its backend processes to another company to perform on its behalf. The word ‘outsourcing’ literally meant hiring a party outside a company to perform services that are not the core service(s) of a company. It enables a company to reduce the burden of work and concentrate on other core aspects of its operation. Cost reduction is also one of the most important reasons why business owners opt to outsource their business processes. The wide range of business domains in which the BPO industry serves could be categorized into two main areas, namely: back-office operations, which include IT services and financial services; and front-office operations that include marketing and customer relations. BPOs generally work by providing support via call, mail, chat, or video calling.

1. Name three soft skills that are necessary for an employee in a BPO sector?

* Soft skills are generally the person’s personality traits and attributes that look easy to master but are actually not. These skills are something not necessarily job-specific yet can also contribute to the job. Below are what I think the necessary soft skills for a BPO agent:
  + Empathy
  + Communication/Active Listening
  + Patience

1. Name three hard skills that are necessary for an employee in a BPO sector?

* Hard skills are job-specific duties and responsibilities that can be learned through courses, vocational training, and on-the-job. Below are what I think the necessary hard skills for a BPO agent:
  + Technical skills
  + Language proficiency (English, and/or Spanish, or more)
  + Computer skills (Typing speed, Email)

1. Evaluate yourself with these skills. Which skill/s are you confident at and which skill/s do you require further training?

* On soft skills:

I am most confident in my ability to understand and share the feelings of other people (empathy). It’s the only thing I could acknowledge amongst the three, though, I could say I am not an easily angered person, I really think I’m still a bit far from being patient. I still have to be exposed to different people/customers to be able to formulate a proper response and attitude towards a person. Communicating, on the other hand, is the skill I am least confident at. It stems from my inability to master communicating in English.

* On hard skills:

I am not confident at all the three skills I have listed as these are the skills that really need (further) training. I know and could understand English, however, *communicating* in English is something I struggle with even on the daily basis. I’m average in typing on a keyboard and I have zero knowledge in technical skills unique to the BPO industry as I haven’t tried working in one.