P2: Understanding Attributes valued by Employers and Effective Communication

General Communication Skills

1. Maintaining Good Eye Contact – Employers look for people who can maintain good eye contact whilst talking. Employers look for people with this skill, because this shows that you are focusing and want to engage in the conversation. For example, I did some work experience in a Special Needs school and maintaining eye contact with the students there is really important because it tells them that you are listening.
2. Presenting Your Ideas Appropriately – Employers also look for people who can present their ideas appropriately. All you should do is present your work in a professional manner and with a positive attitude and this will show to the people who your are giving a presentation to that you know what your talking about. Whilst I was doing my work experience in a Special Needs school, I had to make sure that I was speaking clearly to all the children so they could understand what I was saying. I had to make sure that I wasn’t using any ‘slang’ or ‘bad words’ as I was in a work environment.
3. Listening Effectively – Employers look for people who can listen effectively. Listening is probably the most important communication skill that you should have. You should write notes as you go along so you don’t miss out on important information. Whilst working at the Special Needs school, I had to make sure that I was listening carefully to the children as some of them would feel upset very quickly.

Interpersonal Skills

1. Working In Groups – Employers look for people who have good interpersonal skills because it enables them to work in a group. At work, working in a group is a very common thing as you might be asked to perform different tasks in different groups and interact with people you normally don’t interact with. In the ICT industry, you could be asked to do a project/task with people who you are not used to working with. As I play basketball, I play in a team and this requires working together every single minute of a game.
2. Developing Other Key Life Skills – Employers also look for people who have good interpersonal skills because it helps them to develop other key life skills. These key life skills include: Problem Solving and Making Decisions.
3. Problem Solving - Problem Solving is a very important part of working life as problems occur in day to day life. In the ICT industry, you could be asked to solve a problem and you need this skill because it will happen very often. Some examples of problem solving in the IT industry are:
4. Making decisions - Making decisions is also a vital part of working like as is Problem Solving. You have to make decisions when working in groups collaboratively and you also have to make your own decision. In the ICT industry, you have to make various decisions in your day to day job. These decisions can include: What software to use, what project you will do and so on. For example, now I have started looking at universities so I will have to make decisions on what course I want to study and what university I would like to go to. In basketball, you need to make a lot of decisions which could either win or lose you the game.

Communicate In Writing

1. Spelling and Grammar (SPaG) - Spelling and grammar is a very vital for the audience you're presenting for them to understand. Just one mistake can change the whole meaning of the sentence and it can also look very unprofessional. When going through my work, I check to see if the spelling and grammar is correct using the SPAG check.

1. Proofreading - Proofreading is vital when handing in assignments or essays as when you have done your work, you type as if you are saying them, this can cause confusion and mistakes, proofreading can help you move up grades. You should also get someone else to proofread your work as it gives you a second opinion and it encourages relationship building within teams. When I have finished a piece of coursework, I always check through it to see if I have made any mistakes.