



PROGRAM TITLE: ……………………………………………

UNIT TITLE: …………………………………………………….

ASSIGNMENT NUMBER: …………………………………

ASSIGNMENT NAME: …………………………………….

SUBMISSION DATE: ……………………………………….

DATE RECEIVED: …………………………………………….

TUTORIAL LECTURER: ……………………………………

WORD COUNT: ……………………………………………..

STUDENT NAME: ………………………………………………

STUDENT ID: …………………………………………………….

MOBILE NUMBER: ……………………………………………

|  |
| --- |
| **Summative Feedback:**  **Internal verification:** |

INDEX 1: present the presentation at the end

LO1: Communication, time management

I- COMMUNICATION SKILLS

1. What are communication skills?

Communication skills are abilities you use when giving and receiving different kinds of information. Some examples include communicating ideas, feelings or what9s happening around you. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications, like email and social media.

2. What type of communication skills?

There are different types of communication skills you can learn and practice to help you become an effective communicator. Many of these skills work together, making it important to practice communication skills in different contexts whenever possible.

* Active listening

Active listening means paying close attention to the person who is speaking to you. People who are active listeners are well-regarded by their coworkers because of the attention and respect they offer others. While it seems simple, this is a skill that can be hard to develop and improve. You can be an active listener by focusing on the speaker, avoiding distractions like cell phones, laptops or other projects, and by preparing questions, comments or ideas to thoughtfully respond.

* Adapting your communication style to your audience

Different styles of communication are appropriate in different situations. To make the best use of your communication skills, it9s important to consider your audience and the most effective format to communicate with them in. For example, if you are communicating with a potential employer, it9s better to send a formal email or call them on the phone. Depending on the situation, you may even need to send a formal, typed letter over other forms of communication. In the workplace, you may find it9s easier to communicate complex information in person or via a video conference than in a long, dense email

* Friendliness

In friendships, characteristics such as honesty and kindness often foster trust and understanding. The same characteristics are important in workplace relationships. When you are working with others, approach your interactions with a positive attitude, keep an open mind and ask questions to help you understand where they9re coming from. Small gestures such as asking someone how they9re doing, smiling as they speak or offering praise for work well done can help you foster productive relationships with both colleagues and managers.

* Confidence

In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident, including by making eye contact when you are addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are polished. You9ll find confident communication comes in handy not just on the job but during the job interview process as well.

* Giving and receiving feedback

Strong communicators are able to accept critical feedback and provide constructive input to others. Feedback should answer questions, provide solutions or help strengthen the project or topic at hand.

* Volume and clarity

When you are speaking, it is important to be clear and audible. Adjusting your speaking voice so you can be heard in a variety of settings is a skill, and it9s critical to communicating effectively. Speaking too loudly may by disrespectful or awkward in certain settings. If you're unsure, read the room to see how others are communicating.

* Empathy

Having empathy means that you can understand and share the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response. For example, if someone is expressing anger or frustration, empathy can help you acknowledge and diffuse their emotion. At the same time, being able to understand when someone is feeling positive and enthusiastic can help you get support for your ideas and projects.

* Respect

A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill tied to respectfulness. Respectfully communicating also means using your time with someone else wisely—staying on topic, asking clear questions and responding fully to any questions you have been asked.

* Understanding nonverbal cues

A great deal of communication happens through nonverbal cues such as body language, facial expressions and eye contact. When you're listening to someone, you should be paying attention to what they are saying as well as their nonverbal language. By the same measure, you should be conscious of your own body language when you're communicating to ensure you're sending appropriate cues to others.

* Responsiveness

Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take: is this a request or question you can answer in the next five minutes? If so, it may be a good idea to address it as soon as you see it. If it9s a more complex request or question, you can still acknowledge that you've received the message and let the other person know you will respond in full later.

3. How to communicate effectively?

* Ask a close friend or colleague for constructive criticism.

It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback. Understanding your areas of improvement for communication can help you identify what to focus on.

* Practice improving communication habits.

Many communication skills are habits you have developed over time. You can improve those skills by practicing new habits that make you a better communicator. That might include being more responsive to communications when they are sent, reminding yourself to give eye contact, practicing giving positive feedback and asking questions in conversation

* Attend communication skills workshops or classes.

There are several online and offline seminars, workshops and classes that can help you be a better communicator. These classes may include instruction, roleplay, written assignments and open discussions.

* Seek opportunities to communicate.

Seek out opportunities both on and off the job that require you to use communication skills. This will help you keep good skills fresh while also allowing you the opportunity to practice new skill

II- TIME MANAGEMENT SKILLS

1. What are time management skills?

Time management skills include a variety of skills that will help you manage your time well. Some of the most important time management skills include:

* Organization.

Staying organized can help you maintain a clear picture of what you need to complete and when. Being well-organized might mean maintaining an up-to-date calendar, being able to locate certain documents easily, having a tidy environment and taking detailed, diligent notes.

* Prioritization.

Assessing each of your responsibilities for priority is key in being a good time manager. There are many ways to prioritize what you need to accomplish. You might decide to complete fast, simple items followed by longer, more involved ones. Alternatively, you might prioritize your tasks starting with the most time-sensitive, or a combination of both.

* Goal-setting.

Setting goals is the first step to becoming a good time manager. Goal-setting allows you to clearly understand your end goal and what exactly you need to prioritize to accomplish it. Setting both short and long-term goals can lead to success in your career.

* Communication.

Developing strong communication skills can allow you to make your plans and goals clear to people you work with. It also allows you to delegate, which lets you focus on completing the most important, relevant tasks that align with your goals.

* Planning.

A fundamental part of time management is planning. Being efficient in planning out your day, meetings and how you will accomplish things will help you stick to your schedule.

* Delegation.

Being a good time manager means only completing work that will help you and your company accomplish goals. While this skill is most often done by managers, you can also practice delegating tasks if you are managing a project. While it can often be difficult to say <no= when someone asks you to do something at work, it is important to practice having boundaries to manage your time well and ultimately accomplish your goals

* Stress management.

When practicing good time management, you should also be attentive to your mental health. Handling stress in a positive way can help you stay motivated and perform well when going through your schedule. You might do this by including small breaks throughout your day, or by rewarding yourself in small ways as you accomplish tasks.

2. How to manage time effectively?

* Do a time audit
* Create a daily schedule
* Prioritize and delegate
* Group related tasks together
* Try not to multitask
* Set time limits for tasks
* Eliminate distractions
* Stay organized...

III- PLANNING A TRAINING EVENT

1. Plan:

- Teamwork consisting of members: Team Leader / Project Manager / Head of departments...

- Event theme: A professional development event

- Place: 2th Floor, Queen Bee 2, Vo Thi Sau, Hai Ba Trung, Ha Noi

- Time: Sunday, January 15, 2023

- Session Duration: 3 hours (6h00 pm – 9h00 pm)

- Agenda: timeline

|  |  |
| --- | --- |
| 6:00pm | Introducing |
| 6:10pm | Round the wall quiz about The Senior Section Discuss answers |
| 6:30pm | - Presentation of initiatives  - Time Managing  - Optimized Schedule  - Life Balancing  - Connecting team member |
| 7:15pm | Raising issues  What is the most challenging thing for YOU as a manager? |
| 7.30pm | Activity Round-a-bout:  - Moving up  – What sort of leader are you?  - How will your team productivity be affected by you?  - Is your schedule always right on planned? |
| 8:00pm | Feedback the answers to the questions asked as they tried the activities.  Share solutions to problems |
| 8:50pm | How do we do planning?  In your groups, look at the case studies. How would you *arrange* these?  What would you expect your team to do?  What might go wrong?  What is your role?  Feedback |
| 9:00pm | Closing thoughts playing music |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 6:00 | 6:10 | 6:30 | 7:15 | 7:30 | 8:00 | 8:50 | 9:00 |
| Introducing |  |  |  |  |  |  |  |  |
| Round the wall quiz about The Senior Section Discuss answers |  |  |  |  |  |  |  |  |
| Presentation of initiatives |  |  |  |  |  |  |  |  |
| Raising issues |  |  |  |  |  |  |  |  |
| Activity Round-a-bout |  |  |  |  |  |  |  |  |
| Feedback the answers |  |  |  |  |  |  |  |  |
| Feedback |  |  |  |  |  |  |  |  |
| Closing |  |  |  |  |  |  |  |  |

2. How to apply skills to planning

* Listening to members' opinions
* Planning is the concretization of goals in terms of resources, methods, implementation time, and work requirements job
* Assigning specific tasks to each member
* Motivate and encourage individuals to work actively, organize dialogues about problems face-to-face,ensure members understand and cooperate effectively throughout the process perform the work.

LO2: Problem solving, critical thinking

I- PROBLEM SOLVING SKILLS

1. What is Problem Solving Skills?

Problem-solving skills are skills that help you identify the source of a problem and find an effective solution. Although problem solving is often identified as a separate skill, there are other related skills that contribute to this ability.

2. Step Problem Solving Process

Step 1: Define the Problem

What is the problem?

How did you discover the problem?

When did the problem start and how long has this problem been going on?

Step 2: Clarify the Problem

Is it a top priority to resolve the problem at this point in time?

Ensure the problem is contained and does not get passed to the next process step.

Step 3: Define the Goals

What is your end goal or desired future state?

What is the desired timeline for solving this problem?

Step 4: Identify Root Cause of the Problem

Identify possible causes of the problem.

Prioritize possible root causes of the problem.

Step 5: Develop Action Plan

Generate a list of actions required to address the root cause and prevent problem from getting to others.

Assign an owner and timeline to each action.

Step 6: Execute Action Plan

Implement action plan to address the root cause.

Verify actions are completed.

Step 7: Evaluate the Results

If problem is resolved, remove activities that were added previously to contain the problem

Step 8: Continuously Improve

Look for additional opportunities to implement solution.

Ensure problem will not come back and communicate lessons learned.

II- CIRTICAL THINKING

III- APPLY PROBLEM SOLVING SKILL ON PLANNING

Make specific planning helps individuals work in a unified way and easily pinpoints the source of complex problems.

If a problem is discovered during the event, the host members resolve it immediately.

LO3: Teamwork

I- TEAMWORK SKILLS

Teamwork skills are the skills that enable you to work well with others.

Use Gantt Charts to help map out a clear and detailed work schedule and progress reports to keep readers updated on which tasks are completed, which are in progress, and which unfinished.

Evaluate individual work performance in planning

INDEX 2: