

## EMPLOYABILITY SKILLS

**UNIT CODE:** HRM/CU/BUS/BC/05/6/A

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: Demonstrate Employability Skills

**Duration of Unit:** 80 hours

### Unit Description

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

### Summary of Learning Outcomes

1. Conduct self-management
2. Demonstrate interpersonal communication
3. Demonstrate critical safe work habits
4. Lead a workplace team
5. Plan and organize work
6. Maintain professional growth and development
7. Demonstrate workplace learning
8. Demonstrate problem solving skills
9. Manage ethical performance

### Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Conduct self-management	<ul style="list-style-type: none"><li>• Self-awareness</li><li>• Formulating personal vision, mission and goals</li><li>• Strategies for overcoming life challenges</li><li>• Managing emotions</li><li>• Emotional intelligence</li><li>• Assertiveness versus aggressiveness</li><li>• Expressing personal thoughts,</li></ul>	<ul style="list-style-type: none"><li>• Written tests</li><li>• Oral questioning</li><li>• Interviewing</li><li>• Portfolio of evidence</li><li>• Third party report</li></ul>

	<p>feelings and beliefs</p> <ul style="list-style-type: none"> <li>• Developing and maintaining high self-esteem</li> <li>• Developing and maintaining positive self-image</li> <li>• Setting performance targets</li> <li>• Monitoring and evaluating performance</li> <li>• Articulating ideas and aspirations</li> <li>• Accountability and responsibility</li> <li>• Good work habits</li> <li>• Self-awareness</li> <li>• Values and beliefs</li> <li>• Self-development</li> <li>• Financial literacy</li> <li>• Healthy lifestyle practices</li> <li>• Adopting safety practices</li> </ul>	
2. Demonstrate interpersonal communication	<ul style="list-style-type: none"> <li>• Meaning of interpersonal communication</li> <li>• Listening skills</li> <li>• Types of audience</li> <li>• Public speaking</li> <li>• Writing skills</li> <li>• Negotiation skills</li> <li>• Reading skills</li> <li>• Meaning of empathy</li> <li>• Understanding customers' needs</li> <li>• Establishing communication networks</li> <li>• Assertiveness</li> <li>• Sharing information</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>
3. Demonstrate critical safe work habits	<ul style="list-style-type: none"> <li>• Stress and stress management</li> <li>• Time concept</li> <li>• Punctuality and time consciousness</li> <li>• Leisure</li> <li>• Integrating personal objectives into organizational objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>

	<ul style="list-style-type: none"> <li>• Resources mobilization</li> <li>• Resources utilization</li> <li>• Setting work priorities</li> <li>• Developing healthy relationships</li> <li>• HIV and AIDS</li> <li>• Drug and substance abuse</li> <li>• Managing emerging issues</li> </ul>	
4. Lead a workplace team	<ul style="list-style-type: none"> <li>• Leadership qualities</li> <li>• Power and authority</li> <li>• Team building</li> <li>• Determination of team roles and objectives</li> <li>• Team parameters and relationships</li> <li>• Individual responsibilities in a team</li> <li>• Forms of communication</li> <li>• Complementing team activities</li> <li>• Gender and gender mainstreaming</li> <li>• Human rights</li> <li>• Developing healthy relationships</li> <li>• Maintaining relationships</li> <li>• Conflicts and conflict resolution</li> <li>• Coaching and mentoring skills</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>
5. Plan and organize work	<ul style="list-style-type: none"> <li>• Functions of management</li> <li>• Planning</li> <li>• Organizing</li> <li>• Time management</li> <li>• Decision making concept</li> <li>• Task allocation</li> <li>• Developing work plans</li> <li>• Developing work goals/objectives and deliverables</li> <li>• Monitoring work activities</li> <li>• Evaluating work activities</li> <li>• Resource mobilization</li> <li>• Resource allocation</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>

	<ul style="list-style-type: none"> <li>• Resource utilization</li> <li>• Proactive planning</li> <li>• Risk evaluation</li> <li>• Problem solving</li> <li>• Collecting, analysing and organising information</li> <li>• Negotiation</li> </ul>	
6. Maintain professional growth and development	<ul style="list-style-type: none"> <li>• Avenues for professional growth</li> <li>• Training and career opportunities</li> <li>• Assessing training needs</li> <li>• Mobilizing training resources</li> <li>• Licenses and certifications for professional growth and development</li> <li>• Pursuing personal and organizational goals</li> <li>• Managing work priorities and commitments</li> <li>• Recognizing career advancement</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>
7. Demonstrate workplace learning	<ul style="list-style-type: none"> <li>• Managing own learning</li> <li>• Mentoring</li> <li>• Coaching</li> <li>• Contributing to the learning community at the workplace</li> <li>• Cultural aspects of work</li> <li>• Networking</li> <li>• Variety of learning context</li> <li>• Application of learning</li> <li>• Safe use of technology</li> <li>• Taking initiative/proactivity</li> <li>• Flexibility</li> <li>• Identifying opportunities</li> <li>• Generating new ideas</li> <li>• Workplace innovation</li> <li>• Performance improvement</li> <li>• Managing emerging issues</li> <li>• Future trends and concerns in learning</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>

<p>8. Demonstrate problem solving skills</p>	<ul style="list-style-type: none"> <li>• Critical thinking process</li> <li>• Data analysis tools</li> <li>• Decision making</li> <li>• Creative thinking</li> <li>• Development of creative, innovative and practical solutions</li> <li>• Independence in identifying and solving problems</li> <li>• Solving problems in teams</li> <li>• Application of problem-solving strategies</li> <li>• Testing assumptions</li> <li>• Resolving customer concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>
<p>9. Manage ethical performance</p>	<ul style="list-style-type: none"> <li>• Meaning of ethics</li> <li>• Ethical perspectives</li> <li>• Principles of ethics</li> <li>• Ethical standards</li> <li>• Organization code of ethics</li> <li>• Common ethical dilemmas</li> <li>• Organization culture</li> <li>• Corruption, bribery and conflict of interest</li> <li>• Privacy and data protection</li> <li>• Diversity, harassment and mutual respect</li> <li>• Financial responsibility/accountability</li> <li>• Etiquette</li> <li>• Personal and professional integrity</li> <li>• Commitment to jurisdictional laws</li> <li>• Emerging issues in ethics</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Oral questioning</li> <li>• Interviewing</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> </ul>

**Suggested Methods of Instruction**

- Demonstrations
- Simulation/Role play
- Group Discussion

- Presentations
- Assignments
- Q&A

### **Recommended Resources**

- Computers
- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors

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