

Employability

Level - 2

Type of Pack: Taster/Introduction



Name:



**Prison
Education**

 HM Prison &
Probation Service

INTRODUCTION

Hello...

We hope you find this **Taster/Introduction Pack to Employability** easy to follow and interesting whilst in Lockdown.

This pack contains a variety of activities that you may see when starting on the course.

These activities should be easy to follow but where there are questions, we would encourage you to have a go without looking at the answers to see how you get on.

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Employability

Effective Communication - Why is effective communication important?

There are ways that we should, and shouldn't, speak to other people. For example, we should be polite and not swear.

There are ways that we should, and shouldn't, communicate with other people when we don't speak. For example, body language such as smiling or gestures.

Non-verbal communication is not just body language, it also includes other types of communication such as e-mail, text, memos.

Good communication skills are extremely important when you are socialising, learning or working with others.

Consider the following:

- Why are different types of communication appropriate or inappropriate?
- Might some be appropriate or inappropriate for certain situations?
- Are some both appropriate and inappropriate depending on how, when or where they are used?

Body Language

Facial expressions

Person 1's expression suggests he is angry. What do the other people's expressions suggest?

Write your answer next to each picture.



Below are some examples of how actions can be interpreted.

What message is she conveying?

Hands in the air in despair

Frowning



Sad eyes

"I'm stressed and angry"

What message is she conveying?

Smiling



Thumbs up

"I'm happy and things are good"

What message are they conveying?

Staring down at the girl

Head and eyes down

Frowning with anger

No smile

Hand pointing



Mouth slightly
down turned

Arms crossed
in defence

"I'm annoyed"

"I'm in trouble"

What message is she conveying?

Eyes looking away

Finger on face



"I'm thinking"

Are they doing and saying the same thing?

Both verbal and non-verbal communication are important and can say different things.



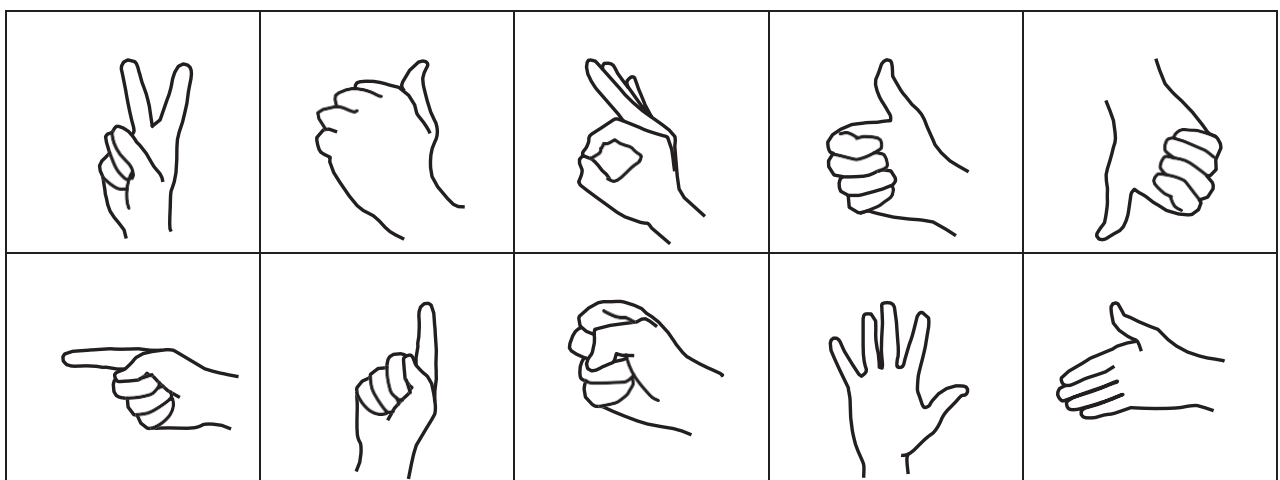
It is important we are aware of our verbal and non-verbal communication.

"I'm really sorry I beat you. I feel really bad!"

Body Language

What do these hand gestures mean to you?

Write your answer next to each picture.

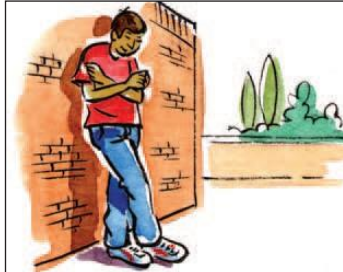


Posture

The position of the body also gives signals to others.

What mood do you think these people are in? Relaxed? Happy? Bored?

Write your answer next to each picture.



Communication

Excellent communication skills are essential in any role. What employers really want to know is that you can convey information in a way that is confident, professional and easy for others to understand, whatever their level.

This might involve communicating information to colleagues, dealing with customers or negotiating successful contracts.

Generally, employers are looking for good written and verbal communication skills. Sometimes they will scrutinise your presentation and listening skills too.

The whole picture

These apprentices are listening to a supervisor. What does their body language show?

Write your answer underneath each picture.



Decision making

An employer will want to see that you can make the best possible decisions in the shortest amount of time, by gathering information, seeking opinions, analysing all possibilities and coming up with an effective solution.

Decisions can often be very complex and the possible outcomes very serious, so employers will examine whether you can explain the reasons behind your decisions.

Dealing with people

The way you speak to people at work depends on:

- how well you know the person
- what your working relationship is
- what the situation is.

supervisor ☐ team leader ☐ manager ☐
workmates ☐ other staff ☐ customers ☐ visitors ☐

Tick the people
you speak to at
work.

For each person you ticked, think about the points below.

- How well do you know the person?
- Are they doing the same job as you or a different job? Do you have to report to them for your job? Are they paying you to do a job?

You will find that you change your language when you speak to different people. It may be informal or formal depending on the person, the relationship and the situation.

Here are some examples.

Informal

- friend
- work with
- general chat

Formal

- stranger
- work for
- job interview

☐ *I need to speak with you, please, Mr Chivers.*

☐ *Hello. Can I help you?*

☐ *I reckon I'll have the job cracked pretty soon. I catch on quick.*

☐ *I wanna word with you, Sid.*

☐ *Hi. Need a hand?*

☐ *I know I'll be able to do the job well. I pick things up very quickly.*

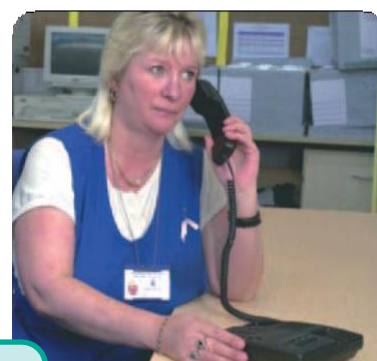
Tick three that use **informal** language.

Draw lines to link the **formal** examples to the equivalent **informal** examples.

Task 1 - Dealing with people

Look at the speeches below.

Tick the examples of formal language.



☐ *What d'you want?*

☐ *So, you'd like to leave a message?*

☐ *Who's this stuff for then?*

☐ *The boss's got a right mood on.*

☐ *Leave it there and I'll sort it later.*

☐ *Who's calling, please?*

☐ *We're in for it now – big time.*

Tip

Choose the words you could say to a customer or visitor without sounding rude.

Tips

- Say the words aloud to hear how they sound.
- Choose the language that suits the relationship and

Task 2

A cleaner needs to take the day off work tomorrow for personal reasons. They need to get permission from their boss, get a workmate to take over the shift for him and explain their absence to the supervisor.

Use B for boss, W for workmate or S for supervisor.

Remember you might say some to several of these people.

Can you do me a favour?

Would it be OK to take the day off tomorrow?

I hope that's OK.

It's an emergency.

I'm sorry it's short notice.

I'll be back the day after tomorrow.

I won't be in tomorrow but Dave has offered to do my shift.

You know I'd do the same for you.

The boss said it's OK.

I've got permission.

I wouldn't ask if it wasn't important.

Thank you.

Great one! Thanks.

I'll return the favour sometime.

1. Pick out the phrases that the worker might say to the boss.
2. Pick out the phrases that the worker might say to their workmate.
3. Pick out the phrases that the worker might say to their supervisor.

Dealing with complaints

You may have to deal with complaints from time to time. Your workplace will have procedures for dealing with specific customer complaints, but there are things that you can do in any situation to have a successful conversation.



Do	Don't
<ul style="list-style-type: none"> ● Look at the customer ● Use open body language ● Listen carefully ● Stay calm ● Be polite ● Find out and use the customer's name ● Repeat the problem back to show you are listening and understand ● Express your concern ● Thank the customer for bringing it to your attention ● Explain exactly what you are going to do about it 	<ul style="list-style-type: none"> ● Turn away ● Carry on or start doing something else ● Use negative body language ● Copy the customer's body language ● Argue with the customer ● Shout ● Be rude or sarcastic ● Use informal language ● Make excuses ● Say you are going to do something then not do it ● Keep the customer waiting ● Interrupt the customer

Importance of feedback

Feedback is a great way for us to learn how well we're doing and how we can improve. It is also a way for us to learn what we're good at and not so good at.

Feedback can be positive when you have done something well or negative when you have not done well.

Think of a situation where you received positive feedback and one where you received negative feedback.

How did this make you feel, how did your body language and the verbal language you used change?

Great positive feedback – or perhaps not!

The following are examples of feedback **we should definitely not use!**
Re-write each one in a more constructive way.

"This employee should go far and the sooner he starts, the better."

"He sets low personal standards and then consistently fails to achieve them."

"This employee is really not so much of a has-been, but more definitely a won't be."

Constructive Feedback

Feedback can be far more helpful if it is given in a constructive way, as this type of feedback is positive and useful.

Sometimes feedback is not always given in this way. Have you had a situation where you thought you did well, but the feedback made you think otherwise?

Have you had a situation where, even though you knew you hadn't done very well, the feedback was given in such a way that it only made things worse?

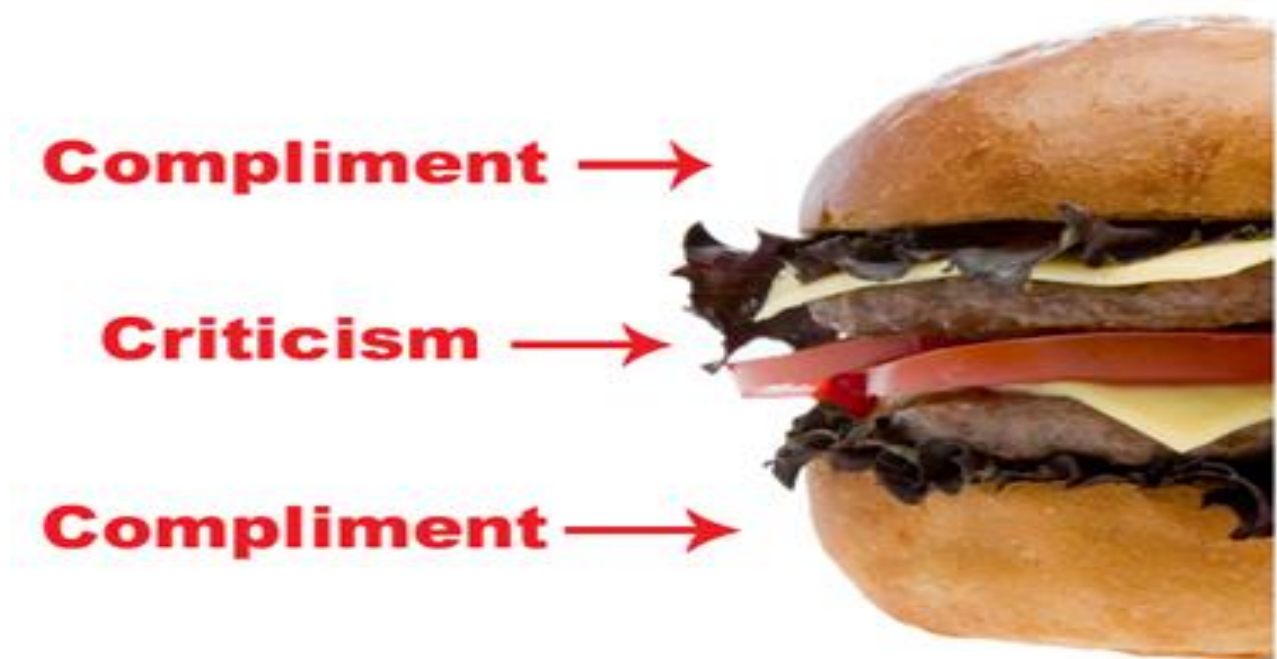
Why do you think that constructive feedback that is positive and useful, is important? Include an example from your current role if possible.

Think about what you say!



Think about how you say it!

For example, sandwich the criticism between compliments



Can you list 3 ways that you think constructive feedback helps an employee?

1.

2.

3.

This pack gives you some ideas the sort of questions and discussions that would be discussed during an employability course. A lot of the answers to the questions will reflect an individual's experiences and opinions. There are not always 'right or wrong' answers, but a healthy debate may change your view.

