

Personal and professional skills and achieving strategic goals



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The following assignment is done on the basis of the skills review for the purpose of analysing my own personal and professional skills, which contributes to achieve strategic goals. It focuses on the importance of continuous personal & professional development by self, analysing the current skills and preparing & implementing a personal development plan.

My Post: Administration and Public Relation Officer.

Personal skills required to achieve Strategic goals

Personal skills are the ability to do something. The personal skills possessed by anyone. It can be evaluated when the individual is put through the test and trial of the practical part of the attained abilities. Every day a person utilise his/her internal activities, power, knowledge to build a successful career in his/her personal life. It is basically a person's own skill which is benefited for a professional career goal.

Time management

Actually time is more precious than money. Time is non-renewable resource. Time management is all about controlling our time. Everybody has to manage time to some extent whether it is at home or at work or both. It refers to the development of process and tools that increase efficiency and productivity. Setting goal and SMART objective is quite important for the business environment. Goal setting is an important strategy to improve time management. it is a technique to be effective at time management for achieving the goal.

Personal time management skills include Goal setting, planning, prioritizing, decision-making, delegating, and scheduling.

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Activities to Analyse Time Management

Time management is basically the result of self-management. It will help to achieve more things to do in less time. Eventually I will have more time to do what I want and will enjoy doing. There are 24 hours a day and it never seems to be enough time to spend. I never have sufficient time because I spent most of time doing things that are not productive. I am wasting the day like eight hours sleeping, talking on the phone, checking email, watching television, gossiping with friends etc. which are the most time wasters for a person.

To minimize those all non-productive work I need to manage my time effectively. so here are some ways to manage my time-

I need to set goals and write down my own priorities and set the time for each goal that I will have the clear idea to finish.

I need to do my entire list in order of importance. I need to make daily list of things that should be accomplished in a day and same as weekly list and sometimes monthly.

Set perfect time for specific task on each day. Determine how long I will work for that task and set time for break.

I need to do first my task which is important for achieving my goal. Delegate tasks to someone else who has the time and well known.

Keep tidy around me that easy to find what I am looking for. Avoid to waste time.

Sometimes it is very tough to manage time that there is not enough time to do everything that I need to do. It can cause stress. As a student, I have to combine the pressure of study and finding time to apply for jobs which complicates student life more.

Stress Management

Stress management has been identified as important skills essential for managerial success. The stress management comes in environmental, organisational and individual factors.

Environmental factors like economic certainty, political certainty technological certainty.

In an organisation there are many situations that cause stress, like leadership role, task demands, global competition and conflicting demand on organisation resources.

Individual factors related to the person. The stress belongs to family problem, economy problem, job & career problem, health problem.

It is the ability to maintain control when situations, people, and events make excessive demands.

Activities to Analyse Stress Management

Stress can be caused by emotional or physical strain or pain produced by the body in response to tough situations. Stress symptoms include pain, headache, bad moods and all kinds of physical or mental symptoms of the body. To prevent stress I do the following steps-

First of all I need to find out the beginning sign of stress and noticing them.

Think about the cause of stress and analyse the situations that are stressful to me.

Deal with the cause of my stress & its effect on me.

Relaxing every day and do some exercise to get rid of the stress.

Removing all unnecessary things which are not important to me and & control the situation.

Develop good stress-reduction habits for healthier styles.

Unfortunately I often cannot simply remove the cause of stress, but I can change the way I deal with it, both in short term and long term.

Communication Skills

The ability to communicate is the primary factor that distinguishes from animal to the human being and it is the ability to communicate well that distinguishes one individual from another. It enables a person to convey data so another person can receive and should be understood. Communication is best achieved through simple planning and control. To ensure an efficient and effective conversation, there are three considerations: I must make my message understood, I must receive/understand the intended message sent to me, and I should exert some control over the flow of the communication.

Professional skills required to achieve Strategic goals

Professional skills are the specific ones related to the professional career in professional practice. A person engages in one of the professions for his/her livelihood in some activities with competent in job. It is essential for every one whether in work or individual. The skills are used normally in business and professional organisation to increase the knowledge and skills of their employees. There is some kind of professional skills like coaching, leadership, teaching, multi-tasking, communication skills, planning skills and decision-making skills.

My Professional Skills to achieve strategic goal in Eureka Forbes

Eureka Forbes is an Indian consumer appliance company. It is a part of SP (Shapoorji Pallonji) groups based in Mumbai. It offers water purification systems, vacuum cleaners, and air purifiers. The company provides also security solutions, alarm systems in addition; it offers industrial solutions, such as industrial water purifiers, commercial vacuum cleaners, and hard floor cleaning and maintains machines, and cleaning hygiene products.

[www.eurekaforebs.com]

2. 1- My Leadership skills in Eureka Forbes

The first leadership skill I am going to discuss is interpersonal skill. These skills are important to be a successful leader. It includes the attitudes, manners and behaviours. I have gained the trust and respect of my followers in my role. I am able to use this interpersonal skill to work through difficult relationships and keep peace in my department.

My communication skills are both good at speaking and listening. Through these I can help to keep the work force motivated and committed. I also listened to my team members and ask questions to make sure that they have a good understanding of what is being expressed.

With my confidence i carried my team well and not afraid to take ownership for both popular and unpopular decisions. I am able to remain flexible, and adapt my leadership styles to meet the demands of work environment.

My creative skills are able to develop innovative solutions to old problem. To achieving goals I have maintain a high level of performance in my organisation and able to keep my workforce motivated even when facing with a seemingly impossible situation.

2. 2- My Multi-Tasking Skills in Eureka Forbes

My role is to assist Personnel Manager, General Manager and Deputy General Manager as per the necessity. The Administration and Public Relation Officer will ensure the entire task as per company standards and assume responsibility as responsible person on duty in the absence of the Personnel Manager.

I used to work as an Administration and Public Relation Officer in Human Resource Department of Eureka Forbes Pvt. Ltd, India. I am the responsible for the company in the different task as per the job description of Administration and Public Relation Officer. The tasks are;

Maintaining leave record of all project staff in the Head Office where the records has been collected by the site office. After collection of records from

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site office I had to send final record to the finance section of head office for the payment.

At the same time managing the office work, managing all receiving mails to register and circulate related section manager, maintaining fax and photocopy, task decentralising to the section supervisors, coordinate to the visitors who come to the office for the business purpose and assist to daily small purchasing for the office goods.

TASK-2

Skill Audit

In executing my responsibilities as an Administration and Public Relation Officer, I came to realize that one of the most important skills which I must know that how to negotiate and knowing about how to coordinate with all staff in the company and the people with different Government offices and private companies. Some of the other skills which is Administration officer should have good numeric, good interpersonal skills and to be a very fair person. In the Eureka Forbes strong analytical skills are valued as much as, if not more than, effective managerial and leadership skills. To achieve my ambition, I would need to demonstrate a superior combination of leadership, managerial, and communication skills. As a result of my good interaction with both my subordinates and other people, I learned several important lessons and tools that I used on subsequent projects to improve my effectiveness as an Administration and Public Relation Officer.

1. 1 Communication Skills

Communication skills are the key to executing good management skills.

Working closely with my direct manager, I realized that I need to prove out to be a masterful communicator to succeed to being a senior manager. The Personnel Manager gave me consistent and constructive feedback, importantly, both positive and negative which are not only provides clear developmental objectives. It could be the green signals to me form the Personnel Manager instead of my huge contributions to the Eureka Forbes. This type of balanced and open communication quickly forms the foundation of mutual trust and respect. With his feedback and guidance, I excel in the art of negotiation and debate.

However, I need to work on stating my points with remarkable precision and also improve at remaining objective and recognizing all sides of an argument. And, regardless of my volatility of a situation or the strength of my feelings, I should be able to listen to all positions patiently and effectively control my demonstration of emotion, thereby gaining the respect of others and lending additional credibility to my position.

1. 2- Leadership Skills

As became an Administration and Public Relation Officer, I also came to realize that I needed to demonstrate true leadership skills and exhibits courage and dedication. A powerful trait rarely found in the realm of business, courage is unique in its ability to unify and motivate people.

Moreover, such courage should be balanced appropriately with professionalism, strong values, and humility. I also need to be sensitive to

others' feelings and recognize that different people require different types of
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direction and treatment in order to be an effective Manager. Furthermore, I also need to excel at establishing priorities and proactively setting direction to be an effective manager.

1.3 Decision making Skills

Every manager must have power to make right decision in the right time.

Therefore, if I want to lead the company effectively, I need to be able to make good decisions on time. If I every task in a timely and well-considered way, then i can lead my team to spectacular and well-deserved success. As an Officer I learned all above skill. This skill will help me to reach my future target.

I also would like to mention that I learned different skills during my working period of in Eureka Forbes, how to do the coordination with all employee in office as well as other people in the community. I believe this is really helpful for me to do managerial work in near future in Eureka Forbes.

As I have an educational qualification and experience, I have a self confidence to be a good manager. There is SWOT analysis about me.

Strength

Educational Background.

Work experience

Self confidence

Co operative

Weakness

Language

Family background

Financial resources

Time management (myself)

Low quality education

Opportunity

Getting further education

Learning Language (English)

Earning money for study

Getting the wider knowledge

Knowing cross culture

Threats

Big numbers of competitive

Visa status

Living standard (High cost)

Threats from the day to day Government changing laws

My Skill Audit

Skills

Low competence

Average competence

High competence

Effective communication

Time management

Multi task

Leadership

Decision making

Problem solving

Customer service

Team work

Organizational skills

Interpersonal

Mentoring

Legal issues

2- Learning Styles

This learning style is provided by Honey and Mumford. It identifies four different characters with quite different preferred learning styles the Activist, the Pragmatist, the Reflector and the Theorist. Diagnostic tests exist to establish which learning style is most appropriate for us and to help our development and action plan to develop our learning skills.

Learning styles are simply put, various approaches or ways of learning. It involves educating methods, particular to an individual that are presumed to allow that individual to learn best. It is commonly believed that most people favour some particular method of interacting with, taking in, and processing stimuli or information. Based on this concept, the idea of individualized “learning styles” originated in the 1970s, and has gained popularity in recent years.

2.1 Honey and Mumford: Learning Styles Questionnaire

Honey and Mumford (1986), two British psychologists developed a very popular Learning Styles Questionnaire, which categorized people by their preferred learning Styles into:

ACTIVISTS: who involve themselves fully and without bias in new learning experiences? They are open-minded, not sceptical, they tend to act first and consider the consequences afterward.

REFLECTORS: who like to stand back and ponder experiences and observe them from many different perspectives? They collect data and prefer to think about it thoroughly before coming to any conclusions.

THEORISTS: who adapt and integrate observations into complex but logically sound theories. They think problems through in a vertical, step by step, logical way.

PRAGMATISTS: who are keen to try out ideas, theories and techniques to see if they work in practice? They positively search out new ideas and take the first opportunity to experiment with applications. They tend to be impatient with ruminating and open-ended discussions.

(Honey & Mumford, 1986) The Learning Style Questionnaire profiles people by their preference for each learning style, i. e. strong preference for Activist, moderate preference for Theorist, and low for both Reflector and Pragmatist.

I have marked in different learning style (Activists, Reflectors, Theorists and Pragmatists) to find out my personality characters.

My characters are meeting with Theorist learning style where I mostly give the higher priority to the following points;

- I am seek a logical explanation for everything
- I like to think through all the possible implications
- I am only comfortable once I can account for what is happening
- Some might regards I as a little detached
- I prefer not to deal with very emotional situations

- I prefer structured situations
- I prefer dealing with facts rather than fallings
- I am learning well when I have to analyse the activity
- I am learning well when carrying out a lengthy and detailed task which requires much thought
- I am learning well when discussing the views and experience of others.

My Goals: To be a personnel Manager in Eureka Forbes

Personal development planning

Personal development planning is a process which supports my work experience. By go through personal development plan I will be build and reflecting on my personal and professional development. The processing of my personal development plan will help me to reflect on what I have achieved in a structured way. It will also clearly provide me new skills to identifying my goals and planning which I need to take to accomplish them.

By planning my personal development it provides me facilities motivation and offers a framework for monitoring and evaluating the process.

Develop my Personal Action Plan

Before developing an action plan the taking decision is an important to implement the plan. It goes hand in hand with decision making. To activities the plan first I have to understand the problem or identifying the task which I am facing. Then I need to evaluate the possible solution and decide the open goals or making a decision.

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Developing Time and Self-Management Skills:

Self-management is a part of time management. When I see what is important for me to organise the culture and the values at my work to support me, I feel much more in control. I will be emphasis to learn about new skills and ideas on my willingness which could be perform my other team members. I will carry out with new ideas which are something to assess my own performance.

Developing Communication Skills:

Communication is best achieved through simple planning and control. To develop an effective conversation, my consider should be;

Make sure my message should understood

I must receive or understand the message which sent to me.

I should keep control over the flow of my communication.

Developing Technical Skills

The basic skill in personal must have to achieve in life is technical skill. In life general requires a technical skills as it is specific technical for long term plan. We feel these skills are on-going and never ending process. I will continually upgrade my skills and keep my position according to changes and developments.

Developing interpersonal skills:

To success at a high level in my life I will need to have writing, speaking and presentation, communication and management or leadership skills among

others. I need to know how to convey information, verbally or non-verbally to people I am contact with.

Developing Monitoring skills:

The information collected at specific time like daily or monthly basis. At this point I need to bring all information together so that I will be able to give answer of, such as;

How well are we doing?

Are we doing the right things?

What difference are we making?

At this point monitoring is routine and on-going process. At this time I will start to evaluate in study depth, taking place at specific points in the life.

Commit to Life-long Learning

I will be committed to life-time learning process. If I really want to distinguish myself in my career, it's important to commit to constantly striving to increase my knowledge and improve my skills. Employers value those workers who constantly strive to become experts in their fields. Continuing to grow and develop through my career is essential for personal job satisfaction as well as for capitalizing on opportunities for professional advancement.

Conclusion

By conducting my skill audit, in executing my responsibilities as an Administration and Public Relation Officer, I came to realize that one of the

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most important skills which I must know that how to negotiate and knowing about how to coordinate with all staff in the company and the people with different Government offices and private companies. Some of the other skills which is Administration officer should have good numeric, good interpersonal skills and to be a very fair person. As a result of my good interaction with both my subordinates and other people, I learned several important lessons and tools that I used on subsequent projects to improve my effectiveness as an Administration and Public Relation Officer.