

1.4 Employability and communication skills used in an IT environment

- Communication Skills
- Communication Technology
- Personal Attributes
- Ready for Work
- Job Roles
- Professional Bodies

Communication Skills:

interpersonal skills - the ability to communicate or interact well with other people

questioning techniques - Questioning is the key to gaining more information and without it interpersonal communications can fail. Questioning is fundamental to successful communication - we all ask and are asked questions when engaged in conversation.

Verbal - The sharing of information between individuals by using speech

Written - written communication is the most common form of business communication. It is essential for small business owners and managers to develop effective written communication skills and to encourage the same in all employees

non-verbal - Behaviour and elements of speech aside from the words themselves that transmit meaning. Non-verbal communication includes pitch, speed, tone and volume of voice, gestures and facial expressions, body posture, stance, and proximity to the listener, eye movements and contact, and dress and appearance.

Barriers - Emotional barriers and taboos, Lack of attention, interest, distractions, or irrelevance to the receiver, Differences in perception and viewpoint. Physical disabilities such as hearing problems or speech difficulties.

Appropriate use of language - an employee and colleague is to use appropriate language in the workplace. In the business world, making a good impression and projecting yourself as mature, intelligent, confident, and professional is critical to long-term success. Inappropriate language, whether spoken or written, can negatively affect your credibility and put off or even offend those you work with. Both in speech and in writing.

Communication Technology - Technology used to communicate.

presentation software - software package used to display information in the form of a slide show. It has three major functions: an editor that allows text to be inserted and formatted, a method for inserting and manipulating graphic images, and a slide-show system to display the content

word processing - an electronic device or computer software application, that performs the task of composing, editing, formatting, and printing of documents.

Email - messages distributed by electronic means from one computer user to one or more recipients via a network

Web - Web-based communication is defined as the sharing of information, words or ideas over a network of computers known as the Internet.

blogs/vlogs - a regularly updated website or web page, typically one run by an individual or small group, that is written in an informal or conversational style. Vlogs are video format. instant messaging - send (someone) an instant message, whatsapp, Facebook messenger etc.

SMS (short message service) - is a text messaging service component of most telephone, World Wide Web, and mobile telephony systems. It uses standardized communication protocols to enable mobile phone devices to exchange short text messages

Social Networking - a dedicated website or other application which enables users to communicate with each other by posting information, comments, messages, images.

Video Conference - telecommunication in the form of a videoconference

Personal Attributes:

Listening - Being a good listener is one of the best ways to be a good communicator.

Nonverbal Communication - Your body language, eye contact, hand gestures, and tone all colour the message you are trying to convey.

Clarity and Concision - Try to convey your message in as few words as possible, clearly and directly.

Friendliness - Through a friendly tone, a personal question, or simply a smile, you will encourage your co-workers to engage in open and honest communication with you, face to face and written.

Confidence - your co-workers that you believe in and will follow through with what you are saying. Exuding confidence can be as simple as making eye contact or using a firm but friendly tone.

Empathy - the ability to understand and share the feelings of another, make sure you make someone feel that you understand how they feel.

Open-Mindedness - A good communicator should enter any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across.

Respect - it is important for you to understand and respect their point of view of other people. By using the phrase "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions.

KNOWLEDGE

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R**Professional Bodies & Industry Certification:**

UK IT Association (UKITA) - represents IT SMEs throughout the UK and is part of the wider PIN SME network in Europe. **Association of Computer Professionals** - is an independent, professional examining body, set up in 1984, its Council Members working in both the education and commercial sectors of the computer industry.

British Computer Society/Chartered Institute for IT - formed in 1957, is a registered charity which was incorporated by Royal Charter in 1984. It aims to promote the study of communication and computing technology, and to advance understanding and education of the ICT in modern society.

ISACA - As an independent, non-profit, global association, ISACA engages in the development, adoption and use of globally accepted, industry-leading knowledge and practices for information systems.

Professional bodies & Certification industry:**Benefits:**

- Being formally recognised as a professional in your field.
- Gaining professional status often helps get a more senior and higher paid job.
- Being able to mix with others in your profession both socially and professionally.
- Get support in life long learning and training.
- Having access to technical knowledge in the form of text books, online resources, journals and training courses.
- Being able to contribute your expertise when a new regulation or policy needs to be put together e.g. setting standards.
- Being able to promote your field in society.
- Being able to mentor younger members to help them develop further.

Professional bodies & Certification industry:**Limitations:**

- Membership fees can be expensive (>£100 per annum),
- You normally need at least a degree or an equivalent to qualify.
- Higher professional qualification can take many years to achieve.
- You often need an existing member to propose you as a potential member.
- Members commit to follow the institute's code of conduct .
- Members commit to life-long learning which costs time and money.
- Members may feel obligated to volunteer

Network Manager:

As a **network manager**, has 2 role. They are responsible for installing and maintaining a company's computer **networks**, and also to train staff to provide first rate technical support. They work as part of an IT team with project **managers**, **network** engineers and support staff

IT Technician:

Computer repair technicians fill this need, and while their specific responsibilities can vary from position to position, their duties often include: Installing hardware and software systems. Maintaining or repairing equipment. Troubleshooting a variety of computer issues.

Programmer:

developing well-structured software for an industrial, scientific or similar application. A confident ability in C++ combined with a proven history of taking ownership of object-oriented solutions to complex problems such as machine control will be essential. The ideal candidate will thrive in a software engineering role that encompasses much more than coding.

Animator:

Work with the Animation Lead on implementing animations within the game engine. Key frame animation sequences in game. Ensure completion on schedule of animation commitments at the desired quality bar. Work within high performance teams with other designers, programmers and producers.

Web designer:

The **role** is responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications.

- Computer skills
- Interpersonal skills and experience in presenting
- Problem solving
- Project management experience
- Negotiation skills
- Team-working skills
- Your general understanding of the wider business
- Financial planning and budgeting experience
- Experience & Degree required
- a strong client focus and a desire to assist others.
- the ability to analyse problems quickly and skilfully.
- a methodical and disciplined approach.
- excellent problem-solving skills.
- patience and perseverance.
- good communication skills.
- strong technical ability.
- Apprenticeships/Higher level qualification
- Competence in more than one programming language (eg C, C++, Java and Python)
- Creativity.
- A meticulous and logical mind.
- Problem-solving skills.
- Communication skills.
- The ability to work in a team.
- Attention to detail.
- The ability to understand clients' needs
- Degree required
- Creativity.
- Artistic talent.
- A knack for storytelling.
- Attention to detail.
- Ability to work under pressure.
- Ability to meet tight deadlines
- Degree Required
- HTML (hypertext markup language) is the very foundation of how websites are built.
- HTML dictates the structure of sites, CSS handles the visual appearance..
- Design Sense
- JavaScript and Ajax.
- PHP, ASP, Java, Perl, or C++
- Mobile Support
- Customer Service Skills
- Degree required