

# How to build confidence in your employability skills

A workbook for carers





## Introduction

This workbook has been created to help remind you that as a carer you have so many transferrable skills to offer a future employer and it's important for you to know just how capable you are to return to the workforce in an area that interests and fulfils you.

An overwhelming number of carers seeking employment have told us they lack confidence to return to the workforce. We know from our work in this area that one way to build confidence is to become aware of, and work in alignment with, your strengths and transferable skills that you may have acquired throughout your life, including during your role as a carer.

We ask that you use this workbook as a guide to assist you to consider your employability as you begin preparing yourself for a smooth return to the workforce.

# Transferable Skills for Carers

Carers bring several qualities into the workplace that can positively impact the work environment and enhance the overall experience for both colleagues and clients. Some of these qualities include:

- › **Compassion:** Carers possess a deep sense of compassion and empathy. They genuinely care about the well-being and needs of others, demonstrating understanding and support.
- › **Patience:** Carers understand the importance of patience, especially when working with individuals who may require additional time and assistance. They can remain calm and composed in challenging situations.
- › **Communication:** Effective communication is a key skill of carers. They are skilled at listening attentively, expressing themselves clearly, and understanding non-verbal cues. They can effectively convey information and ensure the needs of individuals are met.
- › **Adaptability:** Carers are adaptable and flexible in their approach. They can adjust their caregiving methods based on individual preferences, changing circumstances, and varying needs.
- › **Problem-solving:** Carers possess strong problem-solving skills. They can quickly assess situations, identify challenges, and find appropriate solutions to ensure the well-being and safety of those under their care.
- › **Respect and Dignity:** Carers treat individuals with respect and dignity, valuing their uniqueness and fostering a sense of equality. They uphold the rights and autonomy of those they care for.
- › **Dependability:** Carers are reliable and dependable. They understand the importance of punctuality, consistency, and fulfilling their commitments. Their reliability builds trust and confidence in their abilities.
- › **Teamwork:** Carers understand the value of collaboration and teamwork. They can work effectively with colleagues, families, and other professionals to provide comprehensive care and support.
- › **Emotional Resilience:** Carers possess emotional resilience, allowing them to navigate emotionally challenging situations and maintain a positive attitude. They can provide comfort and reassurance to those in their care.
- › **Continuous Learning:** Carers have a commitment to continuous learning and professional development. They seek opportunities to enhance their knowledge and skills, staying up-to-date with best practices and advancements in their field.

These qualities contribute to a positive and nurturing workplace environment, where individuals receiving care feel supported, respected, and empowered. Carers play a vital role in improving the quality of life for those they serve and creating a compassionate and inclusive work culture.

# Workbook Activity

Choose two transferrable skills from the previous list that stand out for you:

- 1. ....
- 2. ....

How will these benefit a workplace?



## Top 9 Employability Skills

The top nine employability skills are the common skills identified as necessary to succeed in any job and are valued by employers in all industries.

Something to always remember is that your personal capabilities go along with you wherever you go i.e. work skills = life skills. These life skills become a toolbox to be used within any workplace.

These skills are useful to not only find a job but to maintain and succeed in it.

1. Communication
2. Teamwork
3. Adaptability / Resilience
4. Problem Solving
5. Initiative / Enterprise
6. Planning / Organising
7. Self-Management
8. Learning / Growth Mindset
9. Technology

# 1. Communication Skills

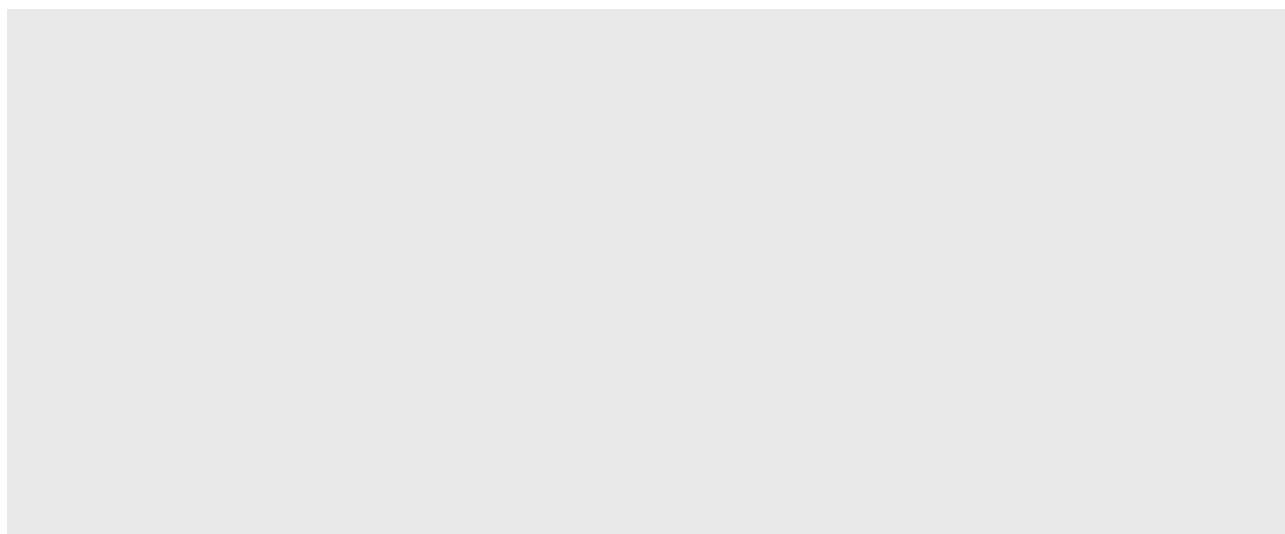
Contribute to productive and harmonious relations between employees and customers. Communication skills include:

- › Listening and understanding
- › Speaking clearly and directly
- › Writing to the needs of the audience
- › Reading independently
- › Empathising
- › Persuading effectively
- › Negotiating responsively
- › Understanding the needs of internal and external customers
- › Establishing and using networks
- › Being assertive
- › Sharing information
- › Speaking and writing in languages other and English

**Example:** *Part of my role in retail sales requires me to communicate with customers to sell them a product. I use skills such as active listening to ensure I understand what their needs are and always speak clearly and directly to ensure they understand what I am saying. As a result I exceed sales targets and ensure return business for the company.*

## Workbook Activity

Write down an example or scenario from your previous experience where good communication was required and consider the outcome/result.



## 2. Teamwork Skills

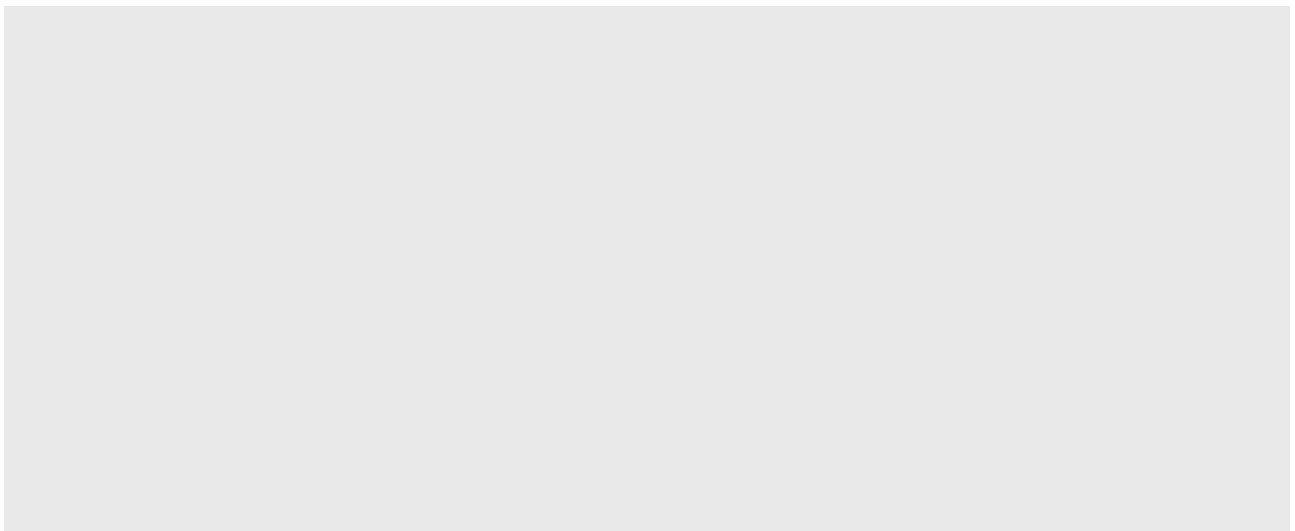
Contribute to productive working relationships and outcomes. Teamwork skills include:

- › Working with people of different ages, gender, race, religion or political persuasion.
- › Working as an individual and as a member of a team.
- › Knowing how to define a role as part of a team.
- › Applying teamwork skills to a range of situations.
- › Planning and crisis problem solving.
- › Identifying the strengths of team members.
- › Coaching, mentoring and giving feedback.

**Example:** *As a student, I was involved in group work to complete an assignment. I participated by partnering with those assigned to my group willingly, communicating my strengths in research skills, completing all tasks assigned to me specifically and working collaboratively with the other students to complete the project on time and to a high standard. The entire group received high grades and successfully completed their course.*

### Workbook Activity

Write down an example or scenario from your previous experience where you used team work to fulfill a job requirement or obtain a positive outcome.



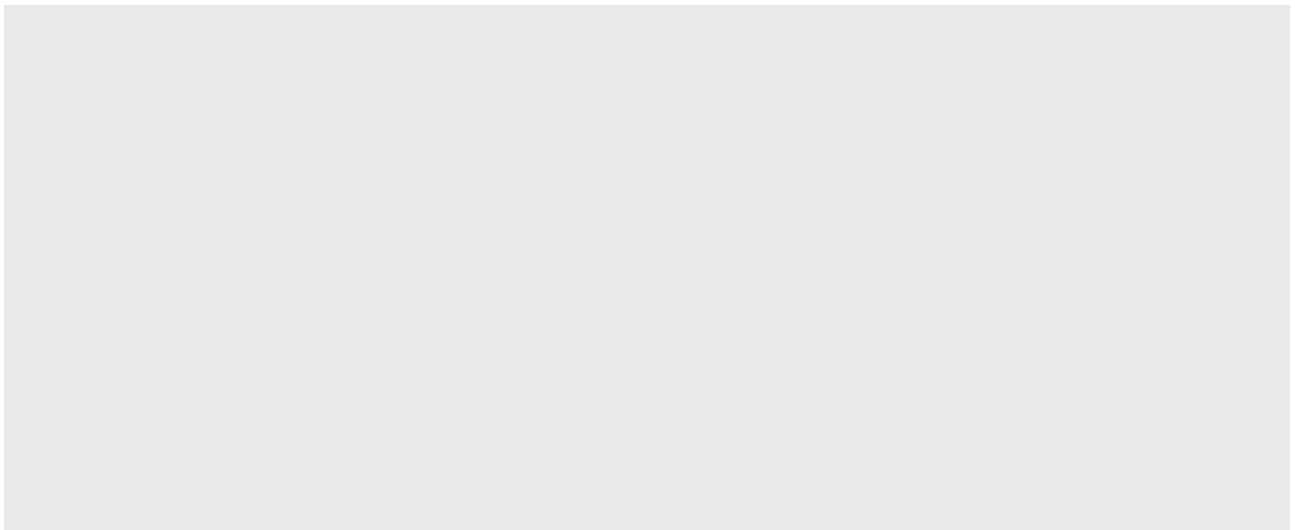
# 3. Adaptability / Resilience

Contribute to productive working relationships and outcomes. Resilience and adaptability skills are about:

- › The ability and willingness to change actions and plans to overcome present and future challenges.
- › Demonstrating creativity and innovation = The ability to think of ideas and create solutions to problems without clearly defined structures.
- › Demonstrating a future orientation and growth mindset (“not yet”).
- › An optimistic disposition with a focus on obtaining the skills and knowledge required to transition into a career / job.
- › Opportunity Recognition = The practice of seeing and experiencing problems as opportunities to create solutions.

## Workbook Activity

Do you have an example or scenario from your previous work/life experience where you had to adapt quickly to a changing situation or be resilient?





# 4. Problem Solving Skills

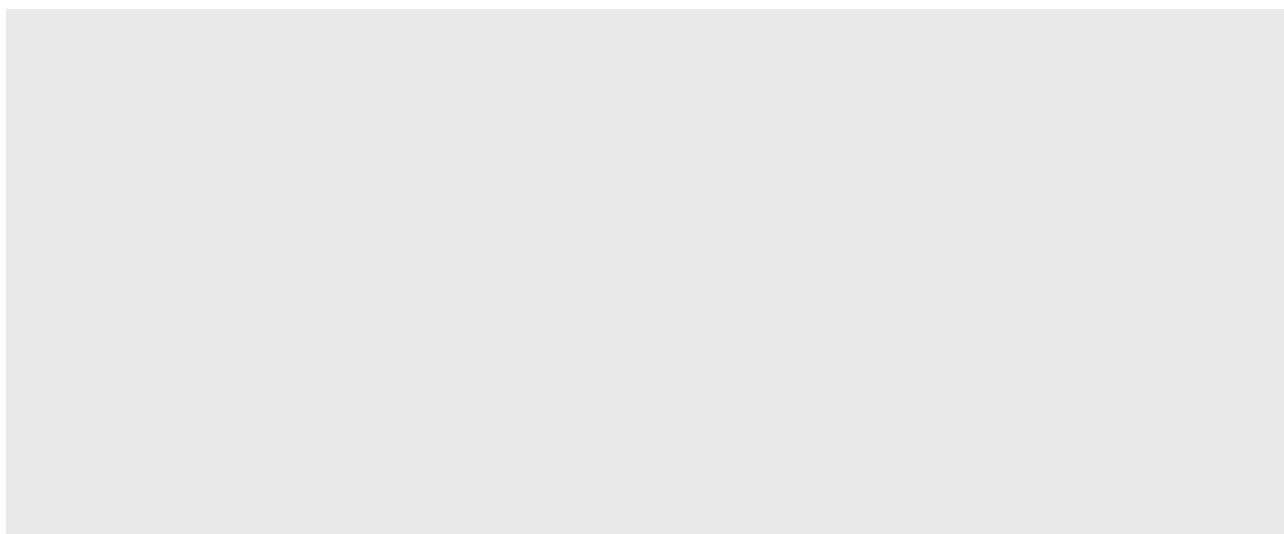
Contribute to productive outcomes. Problem solving skills include:

- › Developing creative, innovative options and practical solutions
- › Showing independence and initiative in identifying and solving problems
- › Solving problems in teams
- › Applying a range of strategies to problem solving
- › Using mathematics (including financial management) to solve problems
- › Applying problem-solving strategies across a range of areas
- › Testing assumptions using data
- › Resolving customer concerns in relation to complex project issues

**Example:** *During my role as Receptionist at a doctor's clinic, it came to my attention that many patients were failing to attend their appointments. I researched text messaging technology, presented this information to the Clinic Manager, and implemented the process of sending a text message reminder to clients the day before their appointment. The establishment of this procedure ensured schedules were maintained and patient health upheld.*

## Workbook Activity

Can you think of a time where you were expected to use problem solving techniques to overcome an obstacle or establish a solution to an issue within a workplace?



# 5. Initiative / Enterprise Skills

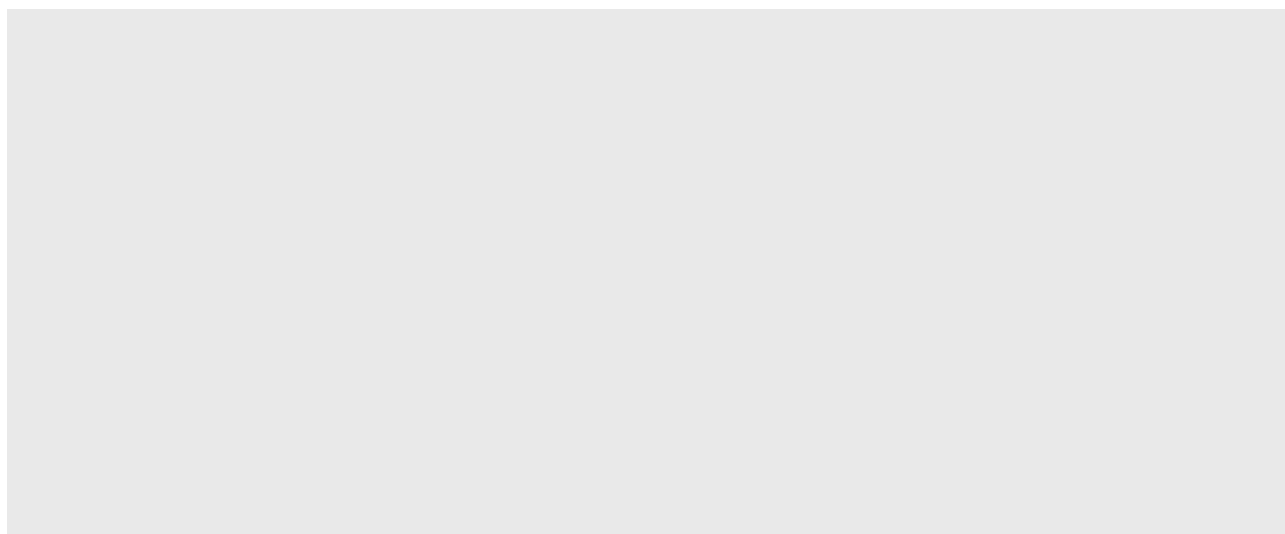
Contribute to innovative outcomes. Initiative and enterprise skills include:

- › Adapting to new situations
- › Developing a strategic, creative, long-term vision
- › Being creative
- › Translating ideas into action
- › Generating a range of options
- › Identifying opportunities not obvious to others
- › Initiating innovative solutions

**Example:** *Running a successful gym requires maximum memberships secured. To raise awareness of the facility I organised a fundraiser for a local charity within the gym. The fundraiser included workouts to compete in, local businesses supplying food and beverages and donated prizes for a raffle. The fundraiser expanded local awareness of my gym, initiated partnerships with local business and increased member numbers.*

## Workbook Activity

Can you think of a time where you had to think outside the box to achieve a positive result?



# 6. Planning / Organising Skills

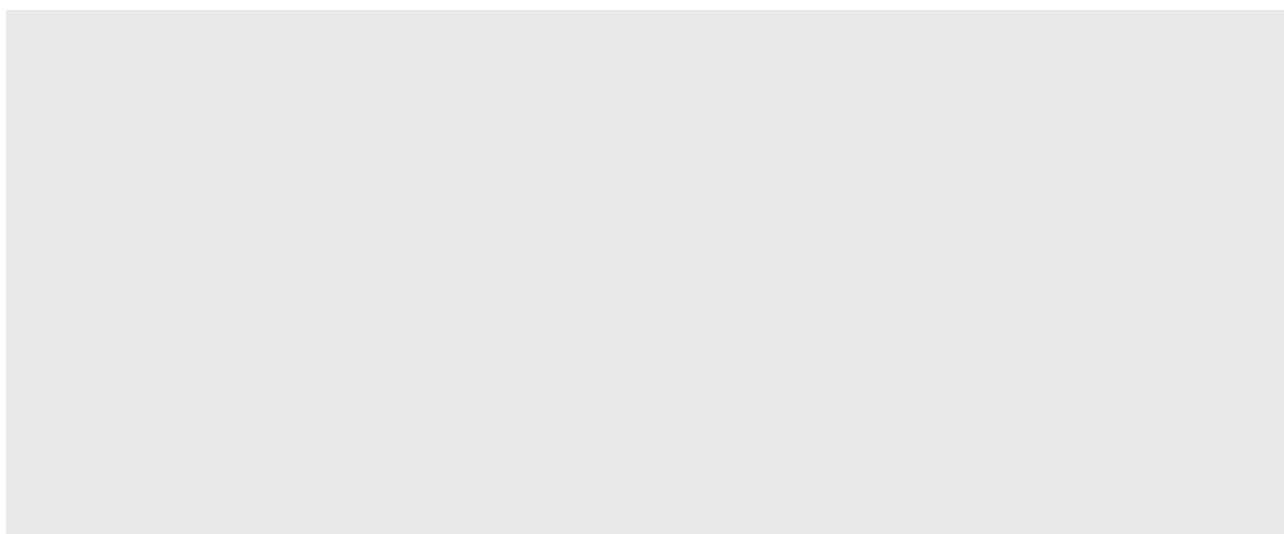
Contribute to short-term and long-term strategic planning. Planning and organising skills include:

- › Establishing a vision and clear project goals and deliverables
- › Planning and managing timelines, tasks, priorities and resources
- › Being resourceful, taking initiative
- › Adapting resources to cope with and making informed decisions contingencies
- › Participating in continuous improvement processes
- › Predicting - weighing up risk, evaluating alternatives
- › Collecting, analysing and organising information
- › Understanding business systems and their relationships

**Example:** *Project managing jobs requires me to meet pre-determined deadlines. I use an Outlook calendar, synced to my phone to manage my activities and due dates regardless of where I am located on the worksite. This ensures that I am organised, can plan my workload efficiently, stay on budget and meet targeted timelines.*

## Workbook Activity

Do you believe you are good at planning and organising? Share an example where you have had to use these skills?



# 7. Self-Management Skills

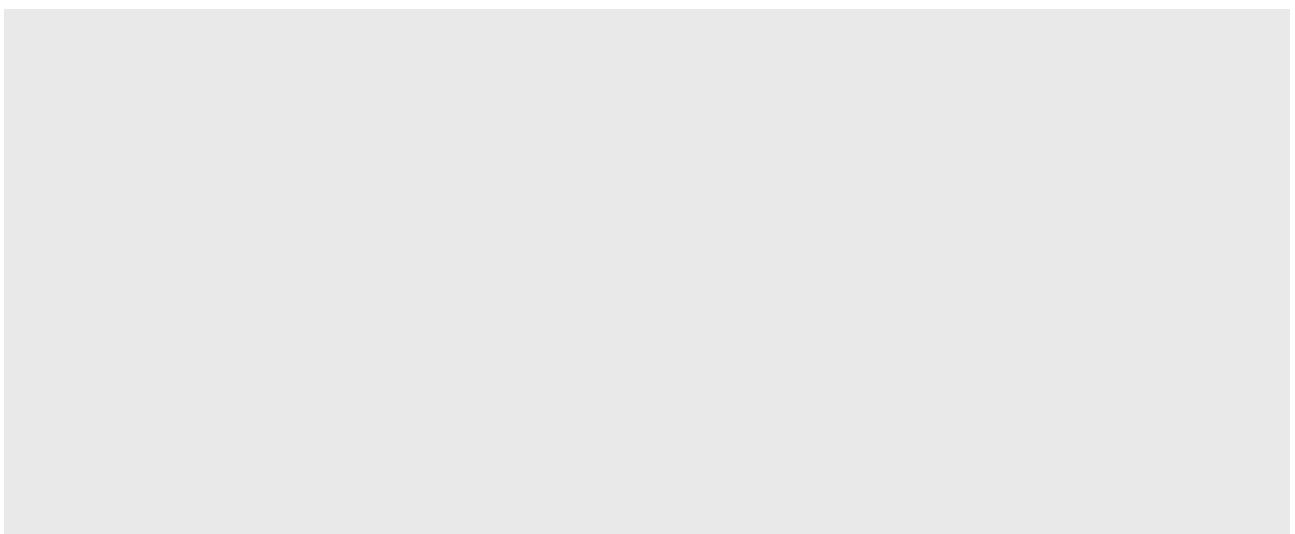
Contribute to employee satisfaction and growth. Self-Management skills include:

- › Having a personal vision and goals
- › Articulating own ideas and vision
- › Having knowledge and confidence in own ideas and vision
- › Evaluating and monitoring own performance
- › Taking responsibility
- › Time management
- › Conflict management

**Example:** *All staff in my organisation are required to complete a Performance Development Plan and list Key Performance Targets. I find this is a useful activity to ensure I keep on task and complete my job as expected. I review this document on a regular basis and feel a great sense of job satisfaction when meeting these targets and setting new ones.*

## Workbook Activity

Self-Management skills for carer's are likely to be one of their super powers due to the number of balls they have in the air at any one time, think of an example in your previous work experience where you have had to self-manage.



# 8. Learning / Growth Mindset

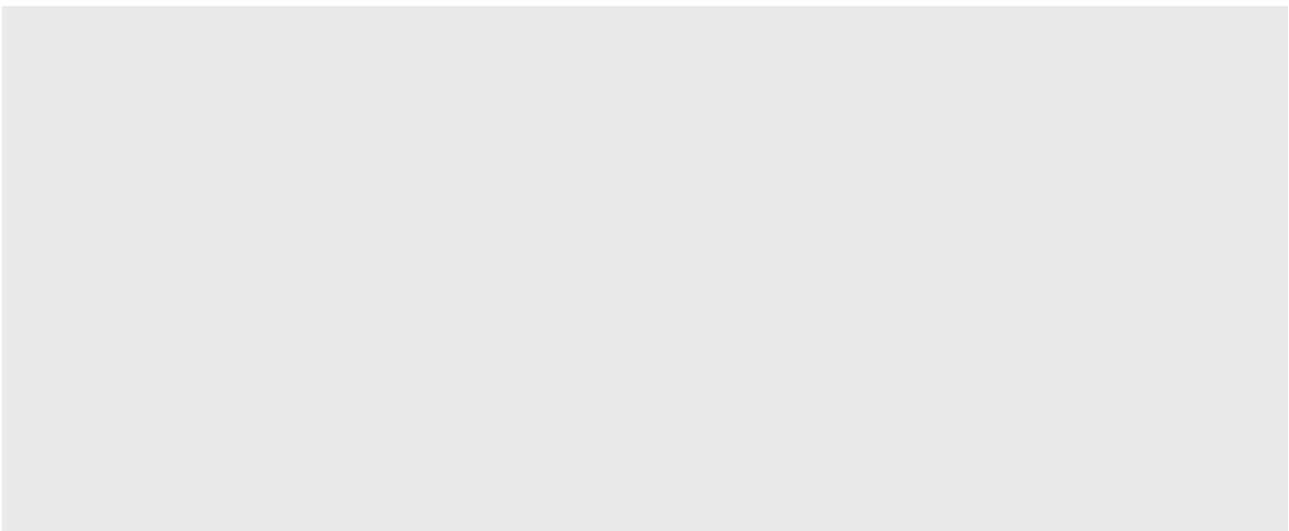
Contribute to ongoing improvement and expansion. Learning skills include:

- › Managing own learning with enthusiasm
- › Being prepared to invest time and effort
- › Being willing to learn in any setting - on and off the job
- › Being open to new ideas and techniques
- › Using a range of mediums to learn
- › Applying learning to 'technical' issues and 'people' issues
- › Contributing to learning in the workplace by sharing skills
- › Acknowledging the need to learn in order to accommodate change

**Example:** *All staff in my organisation are required to complete a Performance Development Plan and list Key Performance Targets. I find this is a useful activity to ensure I keep on task and complete my job as expected. I review this document on a regular basis and feel a great sense of job satisfaction when meeting these targets and setting new ones.*

## Workbook Activity

Have you had a Performance Development Plan in a previous workplace? Can you think of an example where your commitment to learning has allowed you to move in a new direction or assist in an area you would not otherwise have been able to?



# 9. Technology Skills

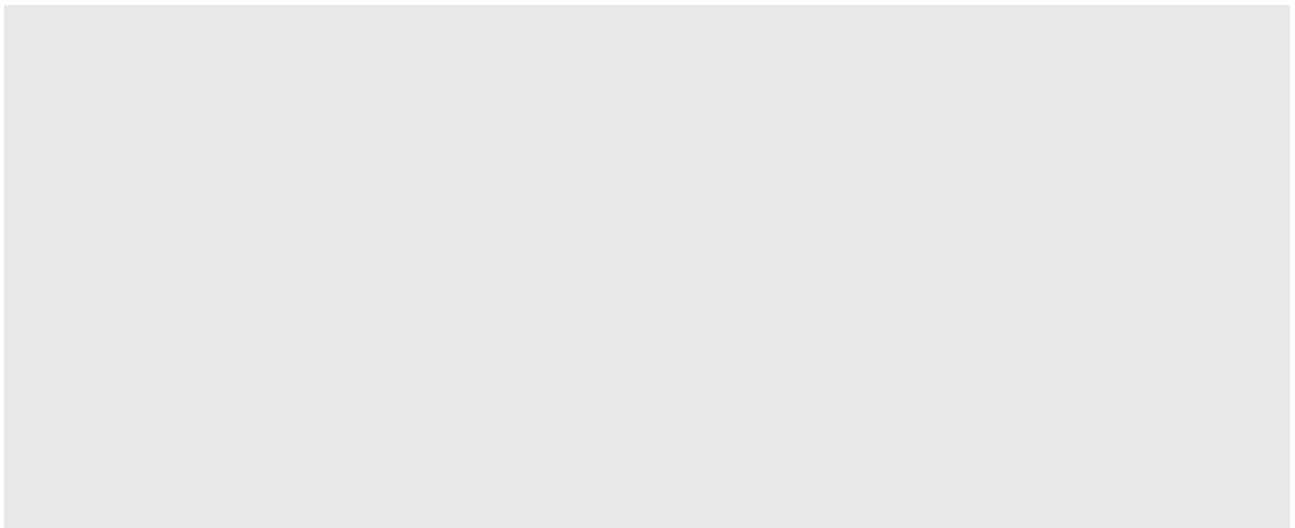
Contribute to effective execution of tasks. Technology skills include:

- › Having a range of basic IT skills
- › Applying IT as a management tool
- › Using IT to organise data
- › Being willing to learn new IT skills
- › Having the occupational health and safety knowledge to apply technology

**Example:** *Being a Facilities Officer requires me to keep track of the company's assets. These assets are maintained on a specific database similar to Microsoft Excel. My existing knowledge of the Microsoft suite enabled me understand and utilise the companies database without difficulty. My ability to do so kept records accurate.*

## Workbook Activity

Technology skills are becoming more and more important, how confident are you in this area? Do you have a scenario where you have had to implement or learn a new technology?



# Notes

A series of 20 horizontal dotted lines for writing notes.



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Carers Victoria acknowledges the Traditional Owners of the land on which we work, the Wurundjeri peoples of the Kulin Nation, and pay our respect to Elders past, present and emerging. We acknowledge the continuing connection to land and waters. Sovereignty was never ceded.