Written Response

Common directive words

* Identify –state something. Ensure it is self-explanatory
* Describe – tell about something, eg characteristics
* Explain –give reasons why
* Discuss –tell both sides –pros & cons
* Evaluate –make a judgement & back it up

The **W** structure

* Who
* What
* Where
* When
* Why
* What happened (outcome)

Additional points

* Include examples – particularly in questions over 4 marks
* Include a brief definition in higher mark questions
* Use words that reflect the directive word
* Address **all** parts of the question
* Allocate your time carefully to reflect the marks allocated

**Personal Development**

Aim is to provide people with a way to improve their self-awareness and identity, assess their skills/qualities, reflect on their life aims/goals and work toward realising their potential.

Define personal development

Provide examples of personal development skills and for each outline strategies or activities to achieve it

|  |  |
| --- | --- |
| Goal setting |  |
| Time management |  |
| Brain training |  |
|  |  |
|  |  |

**Professional Development**

Aim is to improve a person’s ability to do their job. The process of professional development involve improving skills, knowledge and understanding of the work environment.

Define professional development

Provide examples of professional development activities, outline what is involved in each and the positive and negatives associated.

|  |  |  |
| --- | --- | --- |
| **Activity & what it involves** | **Positives** | **Negatives** |
| Further education |  |  |
| Involvement in professional organisations |  |  |
| New workplace challenges eg. mentoring |  |  |
|  |  |  |
|  |  |  |

**Mentors & Coaches**

A mentor is a more experienced individual who helps and guides another individual’s development. They pass on knowledge, experience and create opportunities eg. sharing networks.

Coaches are support individuals in setting goals and working towards achieving them. It is a practical and goal focussed process.

Identify the benefits of mentoring to

|  |  |
| --- | --- |
| Mentee |  |
| Mentor |  |
| Organisation |  |

**Benefits of Learning**

Add to this list

* Keeps people interested, provides challenges
* Increases confidence & self esteem
* Increases adaptability leading to being less risk averse
* Increases self-understanding
* Creates a growth mind set
* Better position to make positive life choices

**Upskilling and Retraining**

Upskilling is the process of learning new skills that will assist you in your job.

Explain why upskilling is important. (8 marks)

Provide three examples of upskilling. (3 marks)

Retraining is learning new skills in order to change jobs, industry, work tasks or location.

Identify circumstances that would require an individual to retrain. (4 marks)

Outline considerations an individual should take into account when thinking about retraining. (6 marks)

Explain the importance of life-long learning (8 marks)

**Self-understanding**

Self-understanding is having an awareness and ability to understand one’s own actions. It is also referred to as self-concept. It is dynamic as it changes depending on our experiences of success and failure. Therefore it is a learnt behaviour, shaped by interactions with others and experiences during our lifetime.

Describe how an individual can develop self-understanding. (4 marks)

**Personal Attributes/Qualities**

These are the different traits that make up an individual’s personality. They define who a person is.

Colour your 5 strongest personal attributes in one colour and 3 that you would like to improve on.

|  |  |  |  |
| --- | --- | --- | --- |
| Loyalty | Commitment | Honesty & integrity | Adaptability |
| Enthusiasm | Reliability | Personal presentation | Commonsense |
| Positive self-esteem | Sense of humour | Positive work/life balance | Ability to deal with pressure |
| Motivated  | Empathy | Leadership | Problem solver |

Describe how each of your 5 strongest attributes will assist you in your chosen career.

**Self-marketing**

The ability to introduce and promote yourself. This is an important skill in establishing a professional network. It will help broaden your exposure to the hidden job market and contribute to planned happenstance of your career development.

Write a ‘pitch’ about yourself.

Discuss the interrelationship between self-understanding, personal attributes and self-marketing. (10 marks)

**Predicted Global Employment Trends**

Decrease in Job Security

Economy powered by technology, information, knowledge resulting in move away from traditional highly regulated labour markets. Globalisation has caused increase in intensity and range of competition requiring adaptable production systems and responsive labour markets. Outsourcing and competitive pricing through growing international competition has lead to decline in significance of permanent employment (no longer a job for life). Rather there has been an expansion in flexible forms of employment. Employees who a business can hire on a moment’s notice to fill in a moment’s need.

Examine the influence of international competition on decreasing job security in developed nations. (10 marks)

Increase in Working Virtually

Individuals work from home, ‘on the road’ or otherwise outside of traditional centralised offices.

**Benefits**

Beneficial for the environment – less people travelling decreasing emissions.

Increases productivity as less time spent commuting

Increased flexibility & comfort (eg no dress code, work non-traditional hours)

Add another three benefits

**Negatives**

Office goes everywhere due to smart phones – impacts/erodes on work life balance

Office never closes

Add another three negatives

**Challenges**

Challenges for managers due to separation of workers

Communication – all workers need access to information, loss of face to face interaction & discussion

Coping with different time zones

Mindmap possible impacts of predicted global trends on individual career planning.

**Possible Impact Organisation’s Structure on Individual Career Development**

Two types of organisational structures – functional & geographic

Aspects that may affect career development differently depending on the type of organisational structure

* Creating professional networks
* Access to mentors
* Opportunities for higher duties
* Development of broader skills
* Autonomy in job role
* Responsiveness of the organisation to your innovative ideas/suggestions for change
* Promotion opportunities

Select two of the above aspects and explain how they will impact on an individual’s career development depending on the type of organisational structure they work in. (8 marks)

**Changing Jobs**

Identify reasons why an individual might decide to change jobs. Highlight which of these reasons could be resolved without changing jobs.

Outline 3 important considerations when changing jobs. (6 marks)

**Coping with Unemployment**

Part of our self-concept and self-efficacy is established through our experiences including work. When we no longer have a job it is easy to question ourselves.

Describe four strategies an individual could implement to cope with unemployment. (8 marks)

**Negotiation Skills**

Situations arise where a compromise needs to be made but without the proper tools to negotiate effectively people are left dissatisfied and possible conflicts arise.

Identify three situations where effective negotiation skills could advance your career development. (3 marks)

Describe the importance of effective negotiation skills in creating a positive workplace culture. (4 marks)

**Decision-making Tools**

Help an individual evaluate positive and potential negative outcomes of impending decisions.

Cost/benefit Analysis

Useful in weighing up pros and cons of a decision. It involves adding up the benefits of a course of actions and comparing these with associated costs of taking that course of action. Steps

1. Brainstorm benefits & costs
2. Place value on each
3. Compare the value of your costs and benefits

Paired Comparison

Helps work out the importance of a number of options relative to one another. This helps identify the most important problem to solve or most effective solution and setting priorities. A particularly useful tool when there is no objective data to inform the decision.

Using the tool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | A | B | C | D |
| A |  |  |  |  |
| B |  |  |  |  |
| C |  |  |  |  |
| D |  |  |  |  |

1. List all options
2. Assign each option a letter
3. Create table
4. Compare each option & decide which is most important
5. Write letter of most important option in the cell.
6. Score the difference in importance
7. Add up the value for each option
8. Use your common sense

De Bono’s Six Thinking Hats

Each hat represents a different style of thinking.

Provides the means of considering a decision from several different perspectives.

Ensures an individual doesn’t miss something important.

White – Information hat- focus on data

Red – Feelings – focus on intuition

Black – Judgement – focus on negatives, pessimistic, everything that could go wrong

Yellow – Benefits – focus on positives, everything that could go right

Green – Creativity – focus on imagination

Blue – Thinking – metacognition, the leader’s hat, overview of all thinking necessary to make the decision

What are the pros and cons of using each type of decision making tool in a workplace?

|  |  |  |
| --- | --- | --- |
|  | Pros | Cons |
| Cost/benefit |  |  |
| Paired Comparison |  |  |
| 6 Thinking Hats |  |  |

Explain the circumstance/s each type of decision making tool is most suitable for?

Cost/benefit

Paired Comparison

6 Thinking Hats

**Legal Requirements**

Mandated by legislation.

Discuss two legal requirements in a workplace. (6 marks)

Explain how mobile technologies are changing the workplace. (8 marks)

Identify how a workplace can use social media to its advantage. (4 marks)

**Global Competitiveness**

Globalisation has brought many challenges and opportunities for businesses and individuals.

|  |  |  |
| --- | --- | --- |
|  | Advantages | Disadvantages |
| Individual |  |  |
| Organisation |  |  |

Plan a response to the questions: Examine the relationship of efficiency, productivity and sustainability in regards to global competitiveness for an organisation you have studied. (12 marks)

Identify how research and development relates to global competitiveness

 **Fair Trade**

Many organisation are involved in fair trade as part of their corporate social responsibility.

Identify 5 key principles of fair trade.

What advantages does being involved in fair trade have for:

Businesses who purchase/sell fair trade products

Producers of fair trade products

**Unethical Work Practices**

What incentives exist to encourage businesses to follow ethical work practices?

Sweatshops

Child labour

Forced labour

**Environmental Compliance**

An area of CSR that involves organisations operating with a view toward improving sustainability outcomes.

**Culturally Diverse Workplaces**

List the advantages of a culturally diverse workplace for

|  |  |
| --- | --- |
| Employees | Employers |
|  |  |

List the dangers of cultural stereotyping.

Discuss the benefits of generational diversity within the workplace. (12 marks)

With the use of examples, explore how changing societal values are reflected in the workplace. (12 marks)

Define cultural awareness (2 marks)

Explain the usefulness of cultural awareness training for a workplace. (8 marks)

**Organisational Restructuring & Resources**

When a business reflects on its performance and decides to make changes to its operations, ownership, legal or other structures it is said to be restructuring. It can take many forms.

List the forms of restructuring eg merger

Discuss the impacts of organisational restructuring on human resources. (12 marks)

Explain three positive and three negative impacts of organisational restructuring on financial resources of an organisation. (12 marks)

Evaluate the impacts of organisational restructuring on the physical resources of an organisation. (12 marks)

**Diversity and Communication**

Identify five considerations when communicating with someone from a different culture. (5 marks)

Identify two types of communication techniques which are most effective for each generation and explain why. (10 marks)

Outline how using appropriate communication techniques improve workplace culture. (6 marks)

Describe the aims of equal opportunity legislation. (4 marks)

Identify the State and Federal Organisations responsible for EOL. (2 marks)

What is affirmative action and how does it relate to EOL? (6 marks)

**Culture of Continuous Improvement**

What is good enough for today may not be good enough for tomorrow.

Describe what is involved in a culture of continuous improvement. (4 marks)

Explain how a culture of continuous improvement can assist a business to remain globally competitive. (9 marks)

Identify the four steps in the continuous improvement process. (2 marks)