

# Communication skills; A road to employability for young people

Catherine Sercombe, Head of Performance  
Trinity College London

 **6<sup>th</sup> Future of English Language  
Teaching Conference** **ONLINE**



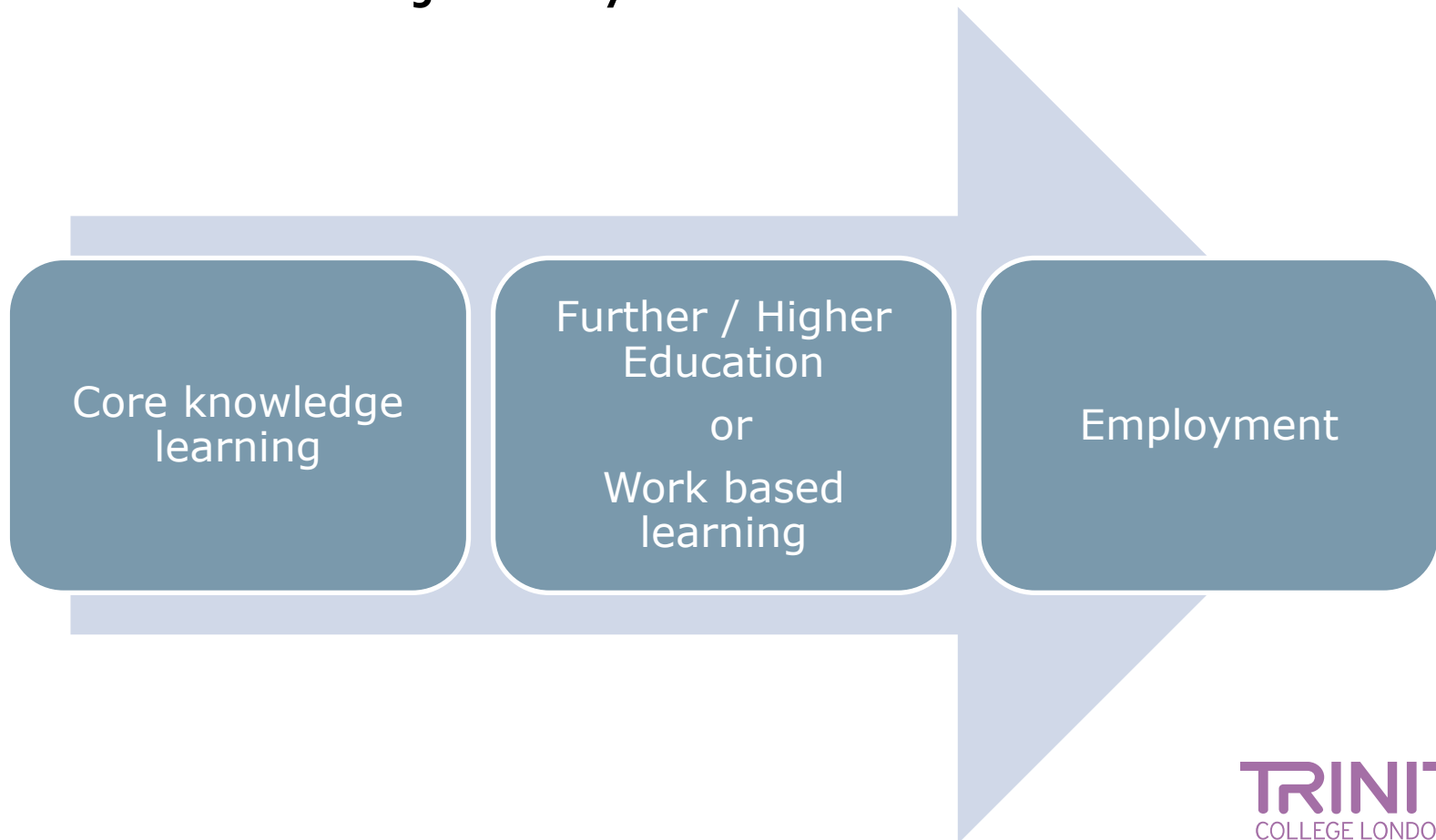


## Overview:

1. Defining employability
2. Relevant frameworks
3. The employer perspective
4. Communication skills

# The learning context

Traditional trajectory:



# What do we mean by employability?

“A set of achievements – skills, understandings and personal attributes – that make graduates more likely to gain employment and be successful in their chosen occupations, which benefit themselves, the workforce, the community and the economy” (Yorke, 2004)

21<sup>st</sup> Century Skills

Personal attributes

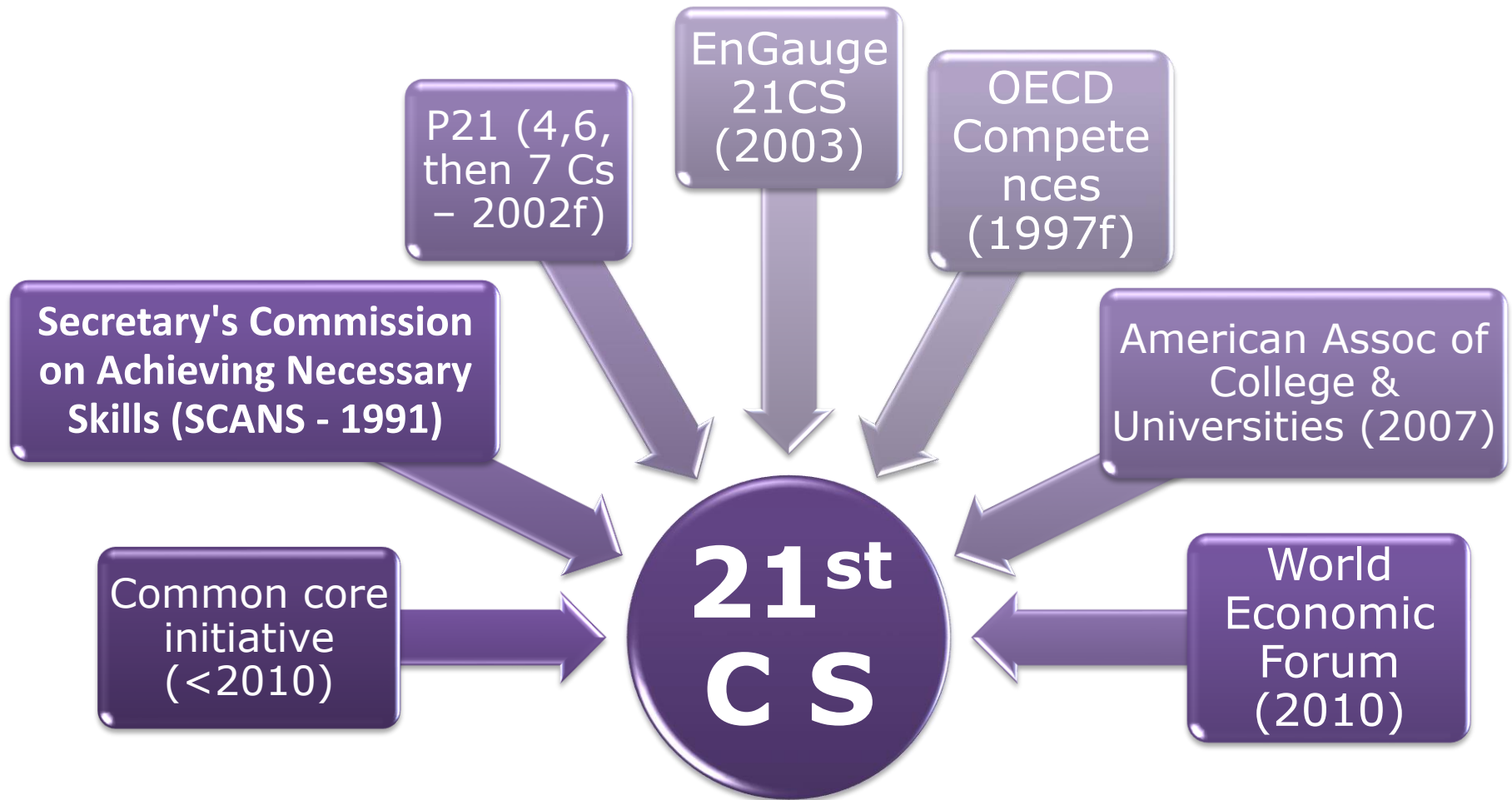
Soft skills

Transferable skills

Character or human skills

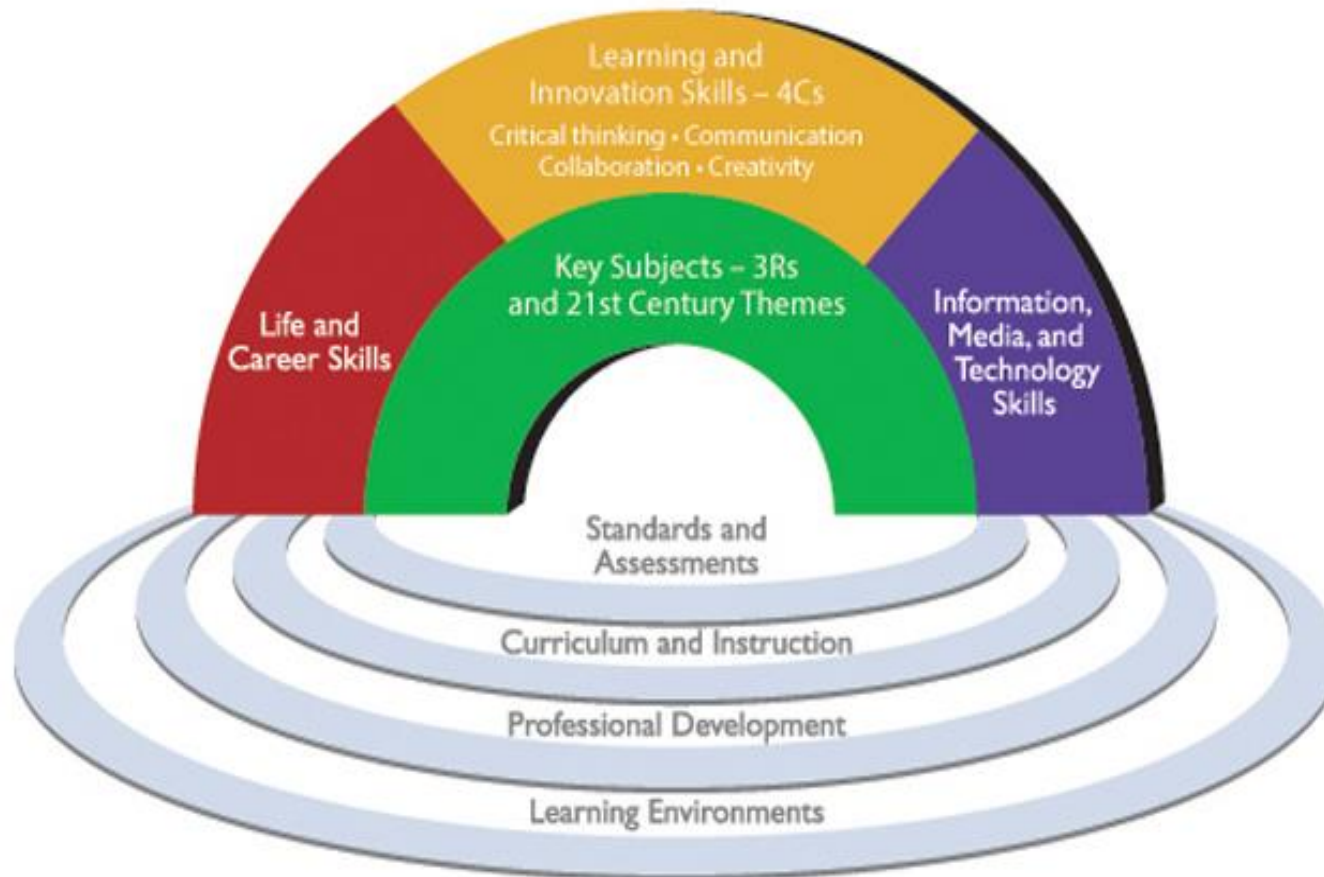
Skills and attributes in addition to knowledge

# Key contributions to 21 CS



An evolving field driven by political drivers and academic research.

# Perspectives of 21<sup>st</sup> Century Skills



P21 – Partnership for 21<sup>st</sup> Century learning (f2002)

# Which are the most important?

<b>Learning and innovation</b>	<b>Digital literacy</b>	<b>Career and life</b>
<b>Communication</b>	Information literacy	Flexibility and adaptability
Critical thinking (Incl. analytic reasoning and research)	Media literacy	Initiative and self-direction
Problem solving	ICT literacies	Social and cross-cultural interaction
Collaboration		Productivity & accountability
Creativity and innovation		Leadership & responsibility

# The Fourth Industrial Revolution

*"The Fourth Industrial Revolution is of a scale, speed and complexity that is unprecedented. It is characterised by a fusion of technologies – such as artificial intelligence, gene editing and advanced robotics – that is blurring the lines between the physical, digital and biological worlds. It will disrupt nearly every industry in every country, creating new opportunities and challenges for people, places and businesses to which we must respond"*



# The importance of employability skills

“The biggest challenge in education today is to generate graduates who have academic skills, ability in mastering technical skills, and balanced employability skills”

# The employer perspective

“More than 90% of the UK workforce will have to be upskilled or retrained by 2030 to be equipped for greater automation in the workplace”

“The most common skills needed for the future is adaptability (32%), followed by **communication (31%)** and problem solving (23%). Organisations are quickly realising that soft skills will play a critical role in the workplace of the future”

# The Employer perspective

Soft skills, which are commonly defined as non-technical skills that enable someone to interact effectively and harmoniously with others, are vital to organisations and can impact culture, mindsets, leadership, attitudes and behaviours. These skills fall into the following categories:

- Advanced **communication and negotiation skills**
- Interpersonal skills and empathy
- Leadership and management skills
- Entrepreneurship and initiative-taking
- Adaptability and continuous learning skills
- Teaching and training skills

# The importance of communication

- Communication skills feature as one of the top skills in both academic research and surveys by global employers as a significant workforce skills gap.
- How we communicate has been integral to our navigation of the global pandemic and allowed us to successfully, teach, learn or conduct the everyday activities related to our jobs
- Communication and the range of ways we do this, cannot be replicated by machines.

# How we communicate

Verbal communication

Non verbal communication

Written communication

Listening

Visual communication

**Communication**

# Application of communication skills

Great **communication skills** allow young people to confidently :

- Translate information logically and concisely
- Relay facts and opinions
- Explain an idea or concept
- Present their own personal brand
- Persuade or influence
- Engage in debate
- Present a range of views different to their own
- Distil or summarise complex or technical information into simple concepts
- Present to an audience
- Perform to a group
- Deliver a compelling argument

# Successful communication

Successful communicators develop techniques that allow them to:

- Be authentic
- Be confident and connect with their audience
- Build trust and develop long term relationships
- Develop behavioural flexibility
- Influence
- Deal with conflict
- Be impactful
- Engage an audience

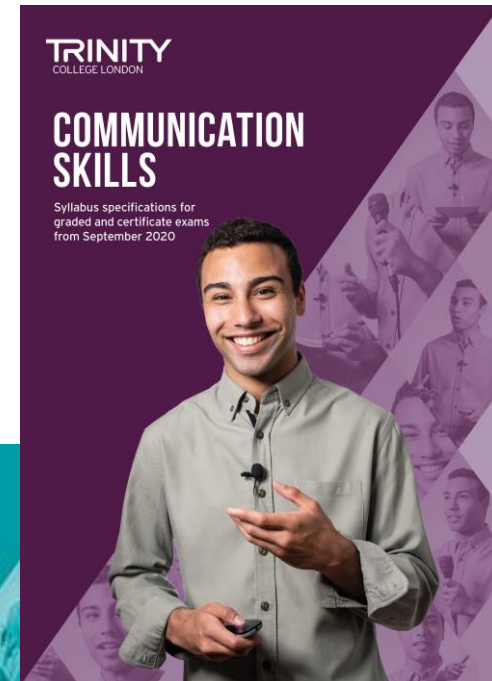
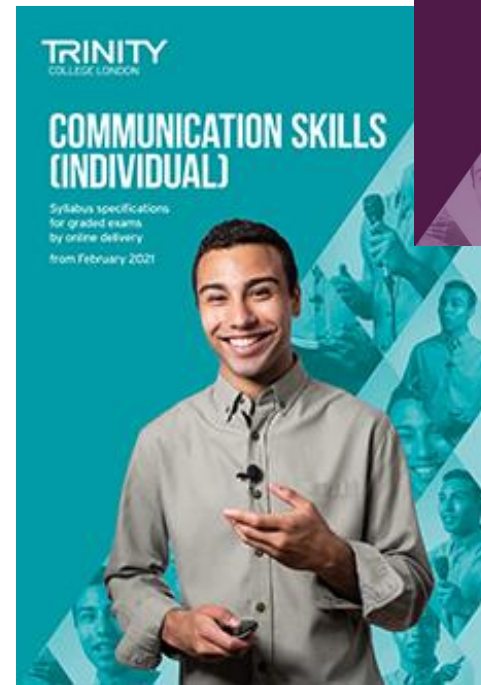
# Case study: The job interview





# Communication skills qualifications

- Develop & practice their skills
- Authentic communication
- Practical tasks that reflect real-life situations
- Confidence in delivering presentations



# Useful links

- Partnership for 21<sup>st</sup> Century Learning

<https://www.battelleforkids.org/networks/p21>

- The 21st Century Skills Movement

<https://eric.ed.gov/?id=EJ855078>

- OECD

<https://www.oecd.org/>

- World Economic forum; New Vision for Education

[http://www3.weforum.org/docs/WEFUSA\\_New\\_VisionforEducation\\_Report2015.pdf](http://www3.weforum.org/docs/WEFUSA_New_VisionforEducation_Report2015.pdf)



Thank you

Find out more at:  
[trinitycollege.com/drama](http://trinitycollege.com/drama)

[Catherine.Sercombe@trinitycollege.co.uk](mailto:Catherine.Sercombe@trinitycollege.co.uk)

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