

Module	Personal and Professional Development
Course code	BAIHH-PPD
Credits	5
Allocation of marks	100% Continuous Assessment

Intended Module Learning Outcomes

On successful completion of this module, the learner will be able to:

1. Present an external image that is both positive and professional
2. Discover useful skills in building confidence, assertiveness and self-motivation
3. Employ various methods to manage stress and conflict
4. Write business documentation and professional correspondences in English
5. Demonstrate professional job interview skills
6. Compose and deliver a professional presentation
7. Organise and chair a business meeting.

Module Objectives

The module is designed to ensure that learners develop the necessary skills and attributes to act as confident ambassadors of business both in their Industry Placement period and later when in full-time employment.

This module aims to develop the learner's personal and professional skills so that they may act confidently and appropriately in a range of interpersonal business functions.

Module Curriculum

Personal Development

Personal Appearance

- Projecting the right external image
- Clothes and grooming
- Body language

Confidence, Assertiveness and Self-Motivation

- Improving confidence
- Understanding and developing assertiveness
- Setting personal goals

Stress Management

- Recognising stress
- Stress in the workplace
- Tips for dealing with stress

Time Management

- The Priority Matrix
- Avoiding procrastination
- Good time management skills.

Professional Development

Written Language

- Cover letters & CV
- Professional emails and letters
- Report writing

Job Interview Skills

- Preparing for the interview
- Questions and answers
- Following an interview

Organising and Conducting Meetings

- Writing the agenda
- Chairing the meeting
- Taking the minutes
- Preparing feedback
- Managing conflict

Presentation Skills

- Designing the presentation
- Public speaking
- Voice control.