

Skills required

Teamwork skills

Teamwork plays a very important part in the public services:

Together
Everyone
Achieves
More

Being part of a team means looking out for others and sharing the workload. All public service jobs involve working in teams of one sort or another. The Army has several different regiments and the fire service has different watches, while the police service has different teams, such as the criminal investigation department (CID), traffic section and drugs squad.



Figure 4.10 Teamwork is very important in the public services

Leadership skills

Leadership qualities are vital for many public service employees. Leaders need skills that enable them to direct others effectively. This can mean being assertive without being domineering, being fair but firm, and being positive and enthusiastic even if others are not. Good leaders are able to motivate others and know when to delegate, or pass down, certain tasks or responsibilities.

Ask Yourself!

Think of some examples of great leaders, past or present. What qualities do/did they have?

Communication skills

Good communication skills are essential for public service employees. Speaking, listening, reading and writing are skills that they need every day during their working lives. Dealing with the public is a key role and the way in which public service members approach this is extremely important. It does not matter if you are a police officer, a social worker or a local planning officer, how you speak to members of the public can make a real difference to how you are perceived. Good communication skills should be developed wherever possible. Non-verbal communication skills (or body language) are also very important. Potentially aggressive situations can often be diffused if dealt with in a calm, controlled manner. It is, therefore, vital that you are aware of your body language and the message it sends out.

Activity

Jot down as many examples as you can think of where different public service workers need to use good communication skills.

Time management skills

Punctuality is an absolute must-have in the public services! Public service workers must be able to manage their time effectively, whatever their role. This usually means being organised, looking ahead and planning your time effectively. You could use a diary or wall planner to help

you plan your time; entering all your assignment deadlines will help you to ensure that these are handed in on time.

Problem-solving skills

Public service workers often have to deal with a wide range of problems and situations. Problem-solving is a skill that can be practised and developed in order to deal with such situations.

Qualities required

Qualities are slightly different from skills. They make us the people we are and we are usually born with them. However, some qualities can be acquired as we mature and develop. There are many important qualities required of public service workers (see Figure 4.11). A few of these are detailed below – do you think you have these qualities?

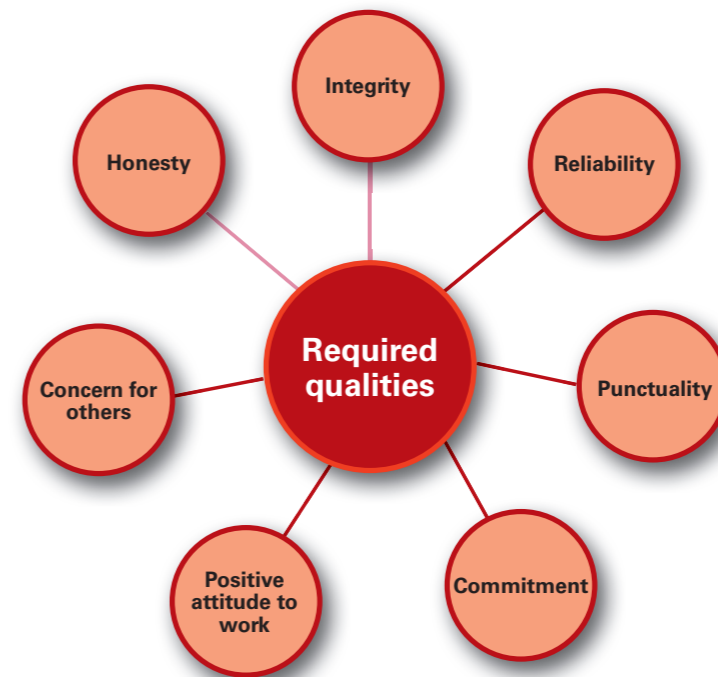


Figure 4.11 Qualities required for a job in the public services

Honesty

It goes without saying that public service employees should be honest and law-abiding individuals. The public needs to know that they can trust and respect members of the public services.

Grading Tip!

To achieve a pass grade the evidence must show that you are able to:

P3

For P3, you need to identify the different skills required by public service workers, as discussed above, and explain a little about them.