

## SFJCCDE1.1

# Manage your own resources and professional development



---

### Overview

This unit is about managing your personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals. You need to understand your work role and how it fits into the overall vision and objectives of the organisation whilst also understanding what is driving you in terms of your values and your career and wider personal aspirations. Identifying and addressing gaps in your skills and knowledge and understanding is an essential aspect of this unit.

The unit is recommended for first line managers, middle managers and senior managers.

# SFJCCDE1.1

## Manage your own resources and professional development

---

### Performance criteria

- You must be able to:*
- P1 evaluate, at appropriate intervals, the current and future requirements of your work role taking account of the vision and objectives of your organisation
  - P2 consider your values and your career and personal goals and identify information which is relevant to your work role and professional development
  - P3 discuss and agree personal work objectives with those you report to and how you will measure progress
  - P4 identify the learning styles which work best for you and ensure that you take these into account in identifying and undertaking development activities
  - P5 identify any gaps between the current and future requirements of your work role and your current knowledge, understanding and skills
  - P6 discuss and agree, with those you report to, a development plan to address any identified gaps in your current knowledge, understanding and skills and support your own career and personal goals
  - P7 undertake the activities identified in your development plan and evaluate their contribution to your performance
  - P8 review and update your personal work objectives and development plan in the light of performance, any development activities undertaken and any wider changes
  - P9 get regular and useful feedback on your performance from those who are in a good position to judge it and provide objective and valid feedback
  - P10 ensure that your performance consistently meets or goes beyond agreed requirements

# SFJCCDE1.1

## Manage your own resources and professional development

---

### Knowledge and understanding

*You need to know and understand:*

#### General knowledge and understanding

- K1 the principles which underpin professional development
- K2 the importance of considering your values and career and personal goals and how to relate them to your work role and professional development
- K3 how to evaluate the current requirements of a work role and how the requirements may evolve in the future
- K4 how to set work objectives which are smart (specific, measurable, achievable, realistic and time-bound)
- K5 how to identify development needs to address any identified gaps between the requirements of your work role and your current knowledge, understanding and skills
- K6 what an effective development plan should contain and the length of time that it should cover
- K7 the range of different learning styles and how to identify the style(s) which work(s) best for you
- K8 the type of development activities that can be undertaken to address identified gaps in your knowledge, understanding and skills
- K9 how to identify whether/how development activities have contributed to your performance
- K10 how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes
- K11 how to monitor the quality of your work and your progress against requirements and plans
- K12 how to evaluate your performance against the requirements of your work role
- K13 how to identify and use good sources of feedback on your performance

#### Industry/sector specific knowledge and understanding

*You need to know and understand:*

- K14 industry/sector requirements for the development or maintenance of knowledge, skills and understanding and continuing professional development

#### Context specific knowledge and understanding

*You need to know and understand:*

- K15 the requirements of your work role including the limits of your responsibilities
- K16 the vision and objectives of your organisation
- K17 your own values and career and personal goals
- K18 your personal work objectives
- K19 your preferred learning style(s)

## SFJCCDE1.1

### Manage your own resources and professional development

---

- K20 your current knowledge, understanding and skills
- K21 identified gaps in your current knowledge, understanding and skills.
- K22 your personal development plan
- K23 available development opportunities and resources in your organisation
- K24 your organisation's policy and procedures in terms of personal development
- K25 the reporting lines in your organisation
- K26 possible sources of feedback in your organisation

# SFJCCDE1.1

## Manage your own resources and professional development

---

### Additional Information

#### Behaviours

1. You address multiple demands without losing focus or energy
2. You recognise changes in circumstances promptly and adjust plans and activities accordingly
3. You prioritise objectives and plan work to make best use of time and resources
4. You take personal responsibility for making things happen
5. You take pride in delivering high quality work
6. You show an awareness of your own values, motivations and emotions
7. You agree achievable objectives for yourself and give a consistent and reliable performance
8. You recognise your own strengths and limitations, play to your strengths and use alternative strategies to minimise the impact of your limitations
9. You make best use of available resources and proactively seek new sources of support when necessary
10. You reflect regularly on your own experiences and use these to inform future action

#### Skills

Setting objectives  
Evaluating  
Planning  
Learning  
Reviewing  
Communicating  
Self-assessment  
Time management  
Stress management  
Obtaining feedback  
Reflecting  
Prioritising

# SFJCCDE1.1

## Manage your own resources and professional development

---

**Developed by** Skills for Justice

---

**Version number** 1

---

**Date approved** June 2010

---

**Indicative review date** June 2013

---

**Validity** Current

---

**Status** Tailored

---

**Originating organisation** MSC

---

**Original URN** A2

---

**Relevant occupations** Public Services; Public Service Professionals; Government and Related Organisations

---

**Suite** NOS for Operational Delivery Contact Centre roles

---

**Key words** Operational Delivery, Contact Centre, personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals.