
Overview

Accept plans for own work and its delivery; improve own performance; and, behave in a way that encourages effective working.

Links: All categories

Specific skills:

1. analysing
2. communicating
3. decision-making
4. organising
5. planning
6. presenting information
7. problem solving

**Performance
criteria**

You must be able to:

Plan and be accountable for own work

- P1 agree realistic targets and achievable timescales for own work
- P2 plan how to make best use of time and the other resources needed
- P3 confirm working methods with work colleagues
- P4 follow the correct procedures to deal with problems when they arise, using the support of other people when necessary
- P5 keep other people informed of progress
- P6 meet deadlines or renegotiate timescales and plans in good time
- P7 take responsibility for own work and accept responsibility for any mistakes made
- P8 follow agreed guidelines, procedures and, where appropriate, codes of practice
- P9 set high standards for own work and show commitment to achieving these standards

Improve own performance

You must be able to:

- P10 encourage and accept feedback from other people
- P11 use feedback to agree ways to improve own work and put improvements into practice
- P12 agree where further learning and development could improve own performance
- P13 follow through a learning plan that meets own needs
- P14 review own progress and update own learning plan

Behave in a way that supports effective working

You must be able to:

- P15 understand your own needs and rights
- P16 show a willingness to take on new challenges
- P17 adapt readily to change
- P18 treat other people with honesty, respect and consideration

Knowledge and understanding

You need to know and understand:

Plan and be accountable for own work

- K1 the purpose of planning own work and being accountable to others
- K2 how to agree realistic targets for own work and why this is important
- K3 how to plan own work to meet agreed deadlines
- K4 the types of problems that may occur during work and how to seek help if needed
- K5 the purpose of keeping other people informed about progress
- K6 the purpose and benefits of giving other people sufficient notice if revisions to plans are needed
- K7 the benefits of acknowledging and learning from mistakes
- K8 guidelines, procedures and codes of practice that are relevant to own area of work
- K9 the benefits of setting high standards for own work and how to set these standards

Improve own performance

You need to know and understand:

- K10 the benefits of trying to continuously improve own work
- K11 the benefits of encouraging and accepting feedback from others
- K12 how learning and development can help to improve own work, benefit the organisation and further own career
- K13 the main career progression routes available
- K14 learning and development opportunities that are available

Behave in a way that supports effective working

You need to know and understand:

- K15 the purpose and benefits of being ready to take on new challenges and adapt to change
- K16 the value of treating others with honesty, respect and consideration
- K17 the types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
- K18 how to help and support others and why this is important

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Agree how to manage and improve own performance
in a business environment



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