
Overview

This standard is about planning to take forward agreements to manage and improve own performance in a business environment. It includes negotiating and agreeing realistic targets for own work, reflecting on and learning from any mistakes, using feedback as the basis for improvements and coping with pressure and setbacks. It is for administrators who have responsibility for planning to manage and improve their own performance as part of their role.

Links: All categories

Specific skills:

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. researching
8. problem-solving
9. using technology

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Performance criteria

You must be able to:

Plan and be accountable for own work

- P1 negotiate and agree realistic targets for own work
- P2 prioritise targets and agree achievable timescales
- P3 plan how to make best use of own time and other resources needed and choose appropriate working methods
- P4 keep other people informed of progress
- P5 meet deadlines or re-negotiate targets, timescales and plans in good time
- P6 take responsibility for own work and accept responsibility for any mistakes made
- P7 reflect on and learn from own mistakes
- P8 follow agreed guidelines, procedures and, where appropriate, codes of practice
- P9 set high standards for own work and show drive and commitment to achieve these standards

You must be able to:

Improve own performance

- P10 encourage and accept feedback from other people
- P11 evaluate own work and use feedback from other people to identify where to make improvements
- P12 identify ways to improve work, consistently put them into practice and test how effective they are
- P13 identify where further learning and development could improve performance
- P14 develop and follow through a learning plan that meets own needs
- P15 review progress and update plans for improvement and learning

You must be able to:

Behave in a way that supports effective working

- P16 cope with pressure and overcome difficulties and setbacks
- P17 assert your own needs and rights when necessary

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P18 show a willingness to take on new challenges

P19 adapt readily to change

P20 treat other people with honesty, respect and consideration

P21 help and support other people

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Knowledge and understanding

You need to know and understand:

Plan and be accountable for own work

- K1 how to plan own work and be accountable to others
- K2 how to negotiate realistic targets for own work and the purpose and benefits of doing this
- K3 how to prioritise targets and set timescales
- K4 the purpose of keeping other people informed about progress
- K5 the purpose of providing other people with sufficient notice if revisions to plans are needed
- K6 how to acknowledge and learn from mistakes
- K7 the relevant guidelines, procedures and codes of practice
- K8 the purpose and value of setting high standards for your work and how to set these standards

You need to know and understand:

Improve own performance

- K9 how to evaluate own work
- K10 the purpose and benefits of testing out possible improvements to own work
- K11 how learning and development can help to improve own work, benefit the organisation and further own career
- K12 the main career progression routes available
- K13 the learning and development opportunities that are available
- K14 how to develop a learning plan

You need to know and understand:

Behave in a way that supports effective working

- K15 how to cope with pressure
- K16 the value and benefits of being resilient when setbacks are experienced
- K17 the purpose and benefits of being assertive, what this means and situations when you should be assertive
- K18 the purpose and value of being ready to take on new challenges and adapt to change

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K19 types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not

K20 how to help and support others and why this is important

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