

101 Carry out your responsibilities at work

Summary

Communicate effectively, accept responsibility for your own work and its delivery, improve your own performance and behave in a way that encourages effective working.

You will apply the following skills:

- Communicating
- Team working
- Managing time

Performance Indicators

You will:

Communicate information

1. Actively focus on information that other people are communicating, questioning any points you are unsure about
2. Provide accurate and clear information to other people in a way that meets their needs
3. Make contributions to discussions

Be accountable for your work

4. Accept instructions given to you for your work and follow these instructions
5. Agree how you will make best use of your time and the working methods you will use
6. Report problems when they arise, using the support of other people when necessary
7. Keep other people informed of your progress
8. Take responsibility for your own work and accept responsibility for any mistakes you make
9. Follow agreed guidelines, procedures and, where appropriate, codes of practice

Improve your own performance

10. Accept feedback from other people
11. Use feedback to agree ways to improve your own work and put them into practice
12. Follow through a learning plan that meets your own needs
13. Review progress with your learning plan

Behave in a way that supports effective working

14. Set achievable standards for your work and show commitment in achieving these standards
15. Understand your own needs and rights
16. Show a willingness to take on new challenges
17. Adapt readily to change
18. Treat other people with honesty, respect and consideration

Knowledge

You will know:

1. Why effective communication is important
2. How to focus actively on what others are communicating
3. Why it is important to question things you are not sure about
4. Why communication is important to meet the needs of other people
5. How to contribute positively to discussions
6. Where to find information that you need for your work
7. How to listen to and follow instructions carefully
8. How to plan your work
9. Why it is important to keep other people informed about progress
10. Why it is important to acknowledge and learn from your mistakes
11. Guidelines, procedures and codes of practice that are relevant to your work
12. Why it is important to try to continuously improve your work
13. Why it is important to accept feedback from others
14. How learning and development can help you to improve your work and further your career
15. The main career progression routes available to you
16. The learning and development opportunities that are available to you
17. Why the way you behave in the workplace is important
18. Why it is important to set achievable standards for your work
19. Why it is important to be ready to take on new challenges and adapt to change
20. Why it is important to treat others with honesty, respect and consideration
21. Types of behaviour that show you are honest, respectful and considerate and types of behaviour that show you are not