

## 301 Carry out your responsibilities at work

### Summary

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

You will apply the following skills:

- Communicating
- Researching
- Negotiating
- Planning
- Team working
- Evaluating
- Solving problems
- 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, clear and structured information to different audiences
3. Make useful contributions to discussions, developing points and ideas
4. Give others the opportunity to contribute their ideas and opinions and take these into account
5. Select and read written material that contains information that you need
6. Identify and extract the main points you need from written material
7. Provide written information to other people accurately and clearly

#### Plan and be accountable for your work

8. Negotiate and agree realistic targets for your work
9. Prioritise targets and agree achievable timescales
10. Plan how you will make best use of your time and the other resources you need and choose effective working methods
11. Identify and solve problems when they arise, using the support of other people when necessary
12. Keep other people informed of your progress
13. Meet your deadlines or renegotiate targets, timescales and plans in good time
14. Take responsibility for your own work and accept responsibility for any mistakes you make
15. Follow agreed guidelines, procedures and, where appropriate, codes of practice

#### Improve your own performance

16. Encourage and accept feedback from other people
17. Evaluate your own work and use feedback from other people to identify where you should improve
18. Identify ways to improve your work, consistently put them into practice and test how effective they are
19. Identify where further learning and development could improve your performance
20. Develop and follow through a learning plan that meets your own needs
21. Review your progress and update your plans for improvement and learning

#### Behave in a way that supports effective working

22. Set high standards for your work and show drive and commitment in achieving these standards
23. Cope with pressure and overcome difficulties and setbacks
24. Assert your own needs and rights when necessary
25. Show a willingness to take on new challenges
26. Adapt readily to change
27. Treat other people with honesty, respect and consideration
28. Help and support other people

**Knowledge**

You will know:

1. Why effective communication is important
2. How to focus actively on what others are communicating
3. How to structure and present information clearly and accurately
4. Why it is important to adapt the way you communicate to different audiences
5. How non-verbal communication affects the impact you have on other people
6. How to contribute positively to discussions
7. Why it is important to give other people the opportunity to contribute their ideas and opinions and show that you have taken account of these
8. How to provide written information in a way that meets the needs of different audiences
9. How to plan your work and be accountable to others
10. How to negotiate realistic targets for your work and why this is important
11. How to prioritise targets and set timescales
12. The types of problems that may occur during your work and how to solve them
13. Why it is important to keep other people informed about progress
14. Why you should give other people sufficient notice if you need to revise your plans
15. Why it is important to acknowledge and learn from your mistakes
16. The guidelines, procedures and codes of practice that are relevant to your work
17. Why it is important to try to continuously improve your work
18. Why it is important to encourage and accept feedback from others
19. How to evaluate your work
20. Why it is important to test out possible improvements to your work
21. How learning and development can help you to improve your work and further your career
22. The main career progression routes available to you
23. The learning and development opportunities that are available to you
24. How to develop a learning plan
25. Why it is important to set high standards for your work and how to set these standards
26. How to cope with pressure
27. Why it is important to be resilient when you experience setbacks
28. Why it is important to be assertive, what this means and situations when you should be assertive
29. Why it is important to be ready to take on new challenges and adapt to change
30. Why it is important to treat others with honesty, respect and consideration
31. The types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
32. How to help and support others and why this is important