401 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
- Interpreting
- Solving problems
- Critically evaluating
- Team working

Performance Indicators
You will:

Communicate information

1. Actively focus on information that other people are communicating
2. Direct discussions to achieve objectives
3. Give others the opportunity to contribute their ideas and opinions and take these into account
4. Identify sources of accurate and reliable information
5. Critically evaluate information to extract points to support your objective
6. Organise and clearly present information to suit different audiences

Plan and be accountable for your work

7. Negotiate realistic targets for your work
8. Negotiate resources you need and select effective working methods
9. Solve problems when they arise
10. Meet your deadlines or renegotiate targets and plans in good time
11. Take responsibility for your own work and accept responsibility for any mistakes you make
12. Follow agreed guidelines, procedures and, where appropriate, codes of practice

Improve your own performance

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

Behave in a way that supports effective working

19. Set high standards for your work and show drive and commitment in achieving these standards
20. Cope with pressure and overcome difficulties and setbacks
21. Assert your own needs and rights
22. Actively seek new challenges
23. Adapt readily to change and support others during change
24. Treat other people with honesty, respect and consideration
25. Support other people

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Knowledge
You will know:

1. The importance of focussing actively on what others are communicating
2. How to direct discussions to ensure objectives are achieved
3. Why it is important to adapt the way you communicate to different audiences
4. About non-verbal communication and how this affects the impact you have on other people
5. 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
6. How to identify sources of accurate, reliable information
7. How to assess the quality and reliability of information from different sources
8. How to identify and extract key points from information to support your objectives
9. The importance of structure and presentation when providing information to different audiences
10. How to negotiate realistic targets and resources
11. Effective working methods and how to apply them
12. The types of problems that may occur during your work and how to solve them
13. Why it is important to acknowledge and learn from your mistakes
14. The guidelines, procedures and codes of practice that are relevant to your work
15. Why it is important to try to continuously improve your work
16. Why it is important to encourage and accept feedback from others
17. How to evaluate your work
18. Why it is important to test out possible improvements to your work
19. How learning and development can help you to improve your work and further your career
20. The main career progression routes available to you
21. How to develop a learning plan
22. Why it is important to set high standards for your work and how to set these standards
23. How to cope with pressure
24. Why it is important to be resilient when you experience setbacks
25. Why it is important to be assertive, what this means and situations when you should be assertive
26. Why it is important to actively seek new challenges and adapt to change
27. How to recognise when others need your support and how to provide it
28. Why it is important to treat others with honesty, respect and consideration
29. The types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not