

Unit D9DP 04 (HS5)

Manage yourself

This Unit has the following elements:

Element 1 (HS5.1)

Develop your own skills to improve your performance

Element 2 (HS5.2)

Manage your time to meet your objectives

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature: (where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature: (where applicable) _____ **Date:** _____

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Unit Summary

To be effective in your job, you need to focus clearly on your objectives and be well-organised in your everyday work.

You also need to keep your skills and knowledge up-to-date to meet the ever changing demands of the hospitality industry and to develop your career further.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ identifying and planning your own training and development needs
- ◆ taking further training
- ◆ getting feedback from other people on your performance at work
- ◆ prioritising different pieces of work according to their urgency and importance
- ◆ planning what you have to do so that you can achieve your work objectives
- ◆ taking decisions that affect your work
- ◆ managing your work time effectively
- ◆ not being distracted by things that are not priorities

This Unit is the same as the Management Standards Centre Unit C1.

What some of the words in this Unit mean	
Assessment of skills	deciding how well your current skills match your work objectives, personal objectives and the policies and requirements of your organisation
Development activities	any activities you undertake to develop your skills, such as carrying out work-based projects or assignments, observing a more experienced colleague at work, reading books and specialist journals, undertaking open learning or computer-based training, attending training courses or conferences
Identification of development needs	identifying the gap between the demands of your job (both now and in the foreseeable future) and your current level of skills
Involving others	getting other relevant people (team members, colleagues working at the same level as yourself, higher-level managers or sponsors and specialists) involved to help you, particularly in giving support and feedback, agreeing objectives, deciding on priorities and plans and taking responsibility for delegated tasks
Objectives	clearly specified results which you need to achieve which are specific, measurable, agreed with others, realistic and time-bound
Plan for developing your skills	a plan which identifies your desired level of skills and the activities you are going to undertake in order to reach this level, with a time-scale
Planning	deciding what to do, when, in what order, and who to get involved; plans may be short-term (over the next day, week or month), medium-term (over the next few months) or long term (over a year or more)
Prioritisation	deciding how important or urgent different pieces of work are, and deciding in which order to tackle them
Relevant people	team members, colleagues working at the same level as yourself, higher-level managers and sponsors, personnel specialists and people outside the organisation
Resources	the time, equipment, materials, services, energy, and premises which you have at your disposal
Reviewing	looking back over what has happened, in order to adjust plans (or expectations), if necessary, and learn the lessons from the past

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Element 1 (HS5.1)

Develop your own skills to improve your performance

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your assessment takes account of the skills you need to work effectively with other team members	
2	Make sure your plans for developing your skills are consistent with the needs you have identified	
3	Make sure your plans for developing your skills contain specific, measurable and realistic objectives	
4	Undertake development activities which are consistent with your plans for developing your skills	
5	Obtain feedback from relevant people and use it to enhance your performance in the future	
6	Update your plans for developing your skills at appropriate intervals	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Make sure your assessments take account of all the following:</i>						
work objectives						
personal objectives						
organisational policies and requirements						
<i>Obtain support and feedback from two of the following types of relevant people:</i>						
team members						
colleagues working at the same level as yourself						
higher-level managers or sponsors						
specialists						

Note

You must, however, show that you could obtain support and feedback from **all** types of **relevant people** listed above. Evidence from simulated activities is **not** acceptable for this element.

Unit D9DP 04 (HS5)**Manage yourself****Element 1 (HS5.1)****Develop your own skills to improve your performance**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9DP 04 (HS5)**Manage yourself****Element 2 (HS5.2)****Manage your time to meet your objectives**

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your objectives are specific, measurable and achievable	
2	Prioritise your objectives in line with organisational objectives and policies	
3	Plan activities which are consistent with your objectives and your personal resources	
4	Make sure your estimates of the time you need for activities are realistic and allow for unforeseen circumstances	
5	Take decisions as soon as you have sufficient information	
6	Minimise unhelpful interruptions to, and digressions from, planned work	
7	Regularly review progress and reschedule activities to help achieve your planned objectives	

Note

Evidence must be collected from real work activities to cover all of 'What you must do'. (Evidence from simulated activities is **not** acceptable for this element.)

Unit D9DP 04 (HS5)**Manage yourself****Element 2 (HS5.2)****Manage your time to meet your objectives**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

What you must know for the Unit	
Element 1 (HS5.1) Develop your own skills to improve your performance	
K1	The importance of getting feedback from others on your performance and how to encourage, enable and use such feedback in a constructive manner
K2	The principal skills required for effective managerial performance
K3	The types of interpersonal skills required for effective teamwork
K4	The current and likely future requirements and standards within your job role and how they correspond to your level of competence as a manager
K5	The appropriate people from whom to get feedback on your performance
K6	The importance of continuing self-development to managerial competence
K7	How to assess your own current level of competence
K8	How to develop a personal action plan for learning and self-development with realistic objectives
K9	The types of development activities and their relative advantages and disadvantages
K10	How to assess your personal progress and update your plans accordingly
Element 2 (HS5.2) Manage your time to meet your objectives	
K11	How to assess how much information is required before an effective decision can be taken
K12	The importance of regular reviews of activity and rescheduling of work to achieving planned objectives
K13	How to plan and carry out reviews
K14	How to set objectives for yourself which are specific, measurable and achievable
K15	How to prioritise work in line with organisational objectives and policies
K16	How to estimate the amount of time required to carry out planned activities
K17	The kind of contingencies which may occur and how to assess and plan for these
K18	The importance of effective time management to managerial competence
K19	How to identify and minimise unhelpful interruptions to planned work

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____