J6WV 04 - Develop self and improve own performance in a business

environment

Overview

This standard is about developing self and improving own performance in a business environment. The standard covers planning the improvements, accepting plans and responsibility for own work and its delivery. It includes negotiating the work targets and resources required for meeting them, reflecting on and learning from any mistakes, setting targets for own performance and demonstrating commitment to meet them. Developing self is an important aspect of your performance as it addresses emotional intelligence, your wellbeing, mental health, balance between personal and professional life not only in an office-based environment, but working remotely, or from home.

This standard is built around three main areas:

1. Plan and be accountable for own work
2. Support the working practices
3. Develop self.

It is for professionals in business administration roles who develop selves and improve own performance in a business environment.

Performance criteria

You must be able to: **Plan and be accountable for own work**

1.   identify and agree the performance targets and the timescales for achievement

2.   plan how to make the best use of time and identify the required resources

3.   confirm the working methods and practices with your line management

4.   keep your line management informed about the progress of your performance

5.   follow the agreed procedures for dealing with problems or issues

6.   take responsibility for your own work and accept responsibility for any mistakes

7.   seek support and assistance from your colleagues or team members where required

8.   meet your deadlines or renegotiate targets and plans

9.   reflect on your performance and review it in accordance with lessons learnt

10.   follow agreed guidelines, procedures and, where appropriate, codes of practice

Support the working practices

11.   set the targets for own performance and demonstrate commitment to meet them

12.   cope with pressure and overcome difficulties and setbacks

13.   seek new challenges and take the initiative on them

14.   adapt to change and support colleagues and team members during the process

15.   treat colleagues and team members with honesty, respect and consideration

16.   support colleagues and team members with work tasks

Develop self

17.   seek the feedback from your colleagues and team members

18.   collate the feedback received for evaluation of your own work

19.   identify methods to improve your work, and test their effectiveness with working practice

20.   update your plans for learning and improvement

21.   review your progress with line management on a regular basis

22. identify your learning and development needs for your performance improvement

23. develop and follow a learning plan that meets your needs

24. review your performance through self-reflection when working towards achievement of your objectives

25. use emotional intelligence to recognise and evaluate your own and your colleagues' strengths and weaknesses, feelings, opinions and judgements

26. seek new sources of support and feedback, when necessary

27. take actions to maintain your well-being, mental health, balance between your professional and personal life, when required

Knowledge and understanding

You need to know and understand:

Plan and be accountable for own work

1. how to identify and agree the performance targets and the timescales for achievement
2. the planning and time management techniques
3. the scope of resources required meeting the performance targets
4. the working methods and practices within your role
5. how to keep track of the progress of your performance and why it is important to keep your line manager up-to-date on this
6. the agreed procedures for dealing with problems or issues
7. the importance of taking responsibility for any mistakes
8. how to seek support and assistance from your colleagues or team members
9. the relevant guidelines, procedures and codes of practice that are relevant to your work
10. the benefits and value of continuously improving your work

Support the working practices

11. the targets of own performance and the importance of meeting them
12. the purpose and value of being resilient when you experience pressure, difficulties and setbacks
13. the purpose and benefits of being assertive
14. the purpose and benefits of actively seeking new challenges and adapting to change
15. how to offer support to your colleagues and team members
16. the types of behaviour that show you are honest, respectful and considerate

Develop self

17. how to seek feedback from your colleagues and team members
18. the methods of collating the feedback to evaluate your work
19. the purpose and benefits of testing possible improvements to your work
20. how learning and development can help you to improve your work, benefit the organisation and further your career
21. how to develop a learning plan
22. why it is important to review your progress with line management

on a regular basis

23. the main career progression routes available to you

24. the self-reflection techniques for monitoring your performance

25. the importance of emotional intelligence

26. the sources of support and feedback, where required

27. your well-being, mental health, balance between your professional and personal life

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Skills

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

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